



# *HOUSING MANUAL*



*Welcome to The Netherlands*

*“The Tri-Border Community”*



*Photo's by: Jan Maessen*

*DPW  
US ARMY GARRISON SCHINNEN,  
THE NETHERLANDS  
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# Chapter 1

## General Policies

### 1-1 Introduction

#### *Scope*

The provisions of this manual apply to all personnel who are authorized housing support from the Directorate of Public Works, U.S. Army Garrison Schinnen.

#### *Procedures*

The procedures for family quarter applications, assignments, waiting lists and terminations are as specified in AR 210-50, Family Housing Management, and USAREUR Supplement 1 to AR 210-50, Family Housing Management, respectively.

#### *Mandatory Housing Policy*

The funding levels for Housing Divisions in Installation Management Agency-Europe (IMA-E) for the maintenance, repair, operation, and renovation of Army Family Housing are based on annual occupancy rates. Inadequate funding levels have a direct and profound impact on all family housing maintenance programs. To maximize the occupancy rates in this community, the Commander, U.S. Army Garrison Chievres, has implemented a mandatory family housing assignment policy.

#### *Certificate of Non-Availability*

A Certificate of non-availability provided by the Housing Office is an authorization to seek private rental housing and provided only if Government Leased Housing is not available within 90 days of arrival.

#### *Change of Status Moves*

Residents assigned to government quarters may apply for assignment to other quarters when their bedroom requirement changes due to the ages of children, birth of an additional child, obtaining child custody, or becoming promoted to another grade category. All such moves are for personal reasons and as such will be at the resident's expense. Residents eligible to relocate may apply for quarters provided they have a minimum of 1 year remaining in the community.

#### *Delayed Return of Family Members*

Personnel may request authorization to leave family members in the community for up to 90 days after a PCS move. Personnel commonly make such a request in order to ensure children are able to complete the current semester of school, to allow a spouse to retain a job, or because the sponsor is going TDY en route to the next permanent duty assignment. Prior approval is required. Sponsors must submit a written request to the Housing Chief.

#### *Advance or Early Return of Dependents*

When families no longer reside together, sponsors must immediately terminate quarters. Sponsors are obligated to inform the Housing Division of all Advanced or Early Return of dependents actions and begin the termination process of quarters. Personnel terminating quarters due to early return of dependents are not entitled to Temporary Lodging Allowances (TLA) for family member's portion.

### 1-2 General Policies

#### *Privilege of Occupying Quarters*

Government quarters are provided as a special privilege to service members and their families. The Government is not obligated to provide Government quarters. If this privilege is abused, occupancy may be terminated by order of the Commander.

#### *Authority of Sponsor*

To eliminate misunderstanding, requests pertaining to housing should normally be submitted by the military or civilian sponsor. However, the sponsor's spouse may sign for or terminate quarters and sign for furnishings without a Power of Attorney. This provision is provided as a convenience, and intended to be used only when the sponsor is absent because of duty requirements.

#### *Guests*

Sponsors are responsible for the conduct and decorum of visitors in and about Government quarters. Guests who stay in Government controlled quarters for longer than 90 days must have permission from the Garrison Commander Schinnen. Due to the Dutch legal system, JAG must be contacted prior to requesting approval from the Commander.



## *Subletting*

Personnel assigned to military family quarters are not permitted to sublet units or receive reimbursement for shelter from other persons who reside in the quarters. Occupancy of family housing by non-dependents may be granted in special circumstances, but only with the approval of the Commander.

## *Visits*

Social visits by military personnel, their family members, or by civilians as guest of persons who are assigned military family quarters will not change the quarters allowance status of the occupant or the visitor.

## *Joint Occupancy*

If a military member and/or family member reside, on a non-temporary basis for more than 30 days in military family quarters assigned to another military member, a report must be filed with the Housing Division and the Finance and Accounting Officer for reimbursement of quarters allowance and entitlements. Occupants may not allow any person to reside in the quarters for more than 30 days without securing the prior written consent of the Housing Division. This includes foster children and any other immediate relatives not listed as a dependent family member on the initial application for family quarters.



## *Family Member Employment from*

## *Government Quarters*

Persons wishing to engage in commercial ventures in family quarters must submit a written request through their chain of command and the Family Support Division, Directorate of Community Activities to the Housing Division. Commercial ventures include such activities as the sale of home beauty products, and fund raising events such as yard and bake sales. A commercial enterprise operating at the expense of military community tranquility and harmony is not authorized.

## *Government Controlled Contractors/Work Force*

Occupants may not refuse Government controlled contractor/work force personnel from performing scheduled repairs/maintenance, nor may they refuse emergency access to their quarters for protection of personnel and property. In other than emergencies, a responsible, English-speaking adult must be in the

quarters during repairs and/or maintenance.

## *Unauthorized Commitments*

Occupants are not authorized to obtain goods or services on behalf of the Government. Occupants must request all goods and services through the DPW, either through the Service Order Desk or Self-Help program. If the occupant obligates the Government for goods and or services without prior approval, the occupant is liable for all associated costs and claims.

In some cases, the Government has negotiated "requirements contracts" for items of re-occurring needs. Occupants will be given specific instructions if they are authorized to obligate the Government under such a contract.

## *Key and Essential Personnel*

Key and Essential (K&E) personnel require immediate availability on military installations. Essentially, battalion (or squadron) and above commanders, and command sergeants major (or chief master sergeants) are considered key and essential. The Garrison Commander Chievres is the approval authority for adding or deleting personnel from the key and essential personnel list.

## *Housing for Civilians*

It is not BSB policy to place civilians in Government Controlled Housing. All Government Controlled Housing is on the economy, and not on an installation. K&E civilians are not authorized Government controlled housing based solely on their K&E status. If it is determined that it is in the best interest of the U.S. Government to make government controlled housing available to civilians, it may be done under the following conditions:

- Government leased quarters will be made available for a specific period of time, and for a specific set of quarters only.
- Reimbursement will be made by the occupant or the occupant's sponsoring unit/activity to the AFH account for the actual housing service charge.

## *Authority to Live Off Post*

Military personnel on accompanied tours must reside in Government Leased Quarters providing quarters are available or projected to be available within 90 days.

## *1-3 Occupancy by Non Dependents*

Service members who desire to have a nondepen-

dent permanently reside in their quarters beyond 90 days must submit a request for exception to policy prior to the individual's arrival. Approval of the request will not:

- Authorize an additional bedroom to accommodate the non-dependent family member.



- Authorize any benefits or privileges to which the individual is not otherwise eligible.

If the non-dependent is military or a dependent, the nondependent's residence will be considered joint occupancy for assignment to family housing in determining housing allowances (i.e., the military member or the military sponsor of the dependent will forfeit his housing allowance during the residency).

Nondependents must abide by all regulations, policies and procedures regarding occupancy of Government family housing. Approval will be revoked for failure to comply with regulatory guidelines, for misconduct, or if considered to be in the best interest of the community for reasons relating to health, safety, sanitation, morale or the welfare of the community.

Be extended to any other nondependents associated with the individual.

### *1-4 Types of Housing*

The following types of housing are available in the USAG Schinnen AOR:

1. Government Leased Quarters (GLQ)
2. British Accommodation Quarters (BAQ)
3. Private Leased Quarters (PLQ)
4. Unaccompanied Personnel Housing (UPH)

### *1-5 Services*

#### *Fire*

Report all fires immediately to the local Fire Department, emergency number 112. Report fire damage to the Housing Division.

#### *Refuse Collection*

Procedures for refuse collection vary within each town. Contact the Environmental Management Office or the Housing Office for detailed information for your area.

### *Petroleum, Oil & Lubricants (POL) and Hazardous Waste Disposal*

POL and hazardous chemicals will not be disposed of in refuse containers, storm/sink drains or on the ground. Call the DPW Environmental Management Office to identify materials requiring disposal and arrange for a drop-off time at the storage facility. Appendix A provides a list of common household items that require special disposal. Any other method of POL and hazardous chemicals disposal than those described in Appendix A is illegal.

No POL of any kind will be changed in any POV parking lot within the housing area.

### *Service Orders*

Calls for repair service are classified into three categories: Emergency, urgent and routine. Service orders for repairs to Government Leased Quarters may be initiated at the Work Reception desk at the Directorate of Public Works located in Building 22. Hours of operation are from 0730-1600 Monday to Friday. You may also call in service orders at 046-443-7215. Emergency calls will be received 24 hours a day. When calling the work reception desk, be sure to obtain your SO number. The SO number is necessary to acquire the status of or to confirm follow-ups of required work. Space is provided to record your SOs at the back of this Manual.

Chapter 2 describes the occupant's responsibility to accomplish upkeep and minor repair work. Examples of preventive maintenance include maintenance on windows, doors, hinges, door knobs, locks, and kitchen cabinets. All repairs beyond Self-Help should be reported to the Service Order Desk.

It is especially important that the occupant ensures that all maintenance and repair requirements are reported and accomplished throughout the period of occupancy rather than waiting until time for termination. Failure to do so can be very costly and time consuming.

### *Individual Job Order Request*

Individual Job Order (IJO) requests are required for all new work, alterations, and major repairs. IJOs are normally initiated by the Housing Division.

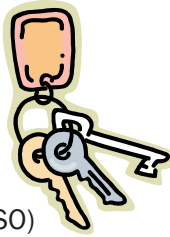
### *Lockout of Family Quarters*

If you are locked out of your quarters during regular duty hours (0730-1630), you may sign out a key at the Key Custodian Office, Directorate of Public Works, Building 22, room 109. After normal duty hours (1600), contact the Military Police Desk in Schinnen at 046-443-7555. Quarters will not be opened for children under the age of 12.



## *Lost Keys*

The cost of a lost Government Leased Quarters key is \$18.00 each. Report all lost keys to the Key Custodian. When a new lock set is required, the occupant will be required to reimburse the Government for materials and labor necessary to change the lock set. A Service Order (SO) must be called in to the work reception desk for processing, at which time a Cash Collection Voucher will be made for all expenses.



## *Telephone Service*

Telephone service is provided by KPN/Primafoon Telephone Service, and not by the Federal Government. The telephone service is located in local Primafoon stores. Store hours are Monday - Friday, 0900 - 1800 and on Saturday from 0900-1700.

For termination of telephone service, come to the housing office to review the bill. The final bill can be paid at the business center in Nuth, operating hours Monday - Friday, 800-1800.

## *Cable Television*

Cable TV (CATV) outlets have been installed in each set of Government Leased Quarters. Each set of quarters may have two cable TV outlets, one in the living room and one in the master bedroom. Each town or city has its own policy for cable TV. For more information contact the Housing Division.

## *1-6 Items Regulated by Family Housing*

### *Handicap Access Ramp*

Occupants in need of a handicap access ramp (HAR) should submit a written request with a certificate of verification from a competent medical authority to the Housing Division. The Housing Division will then take necessary action to convert the request into a Work Order (WO) for DPW execution. The Safety Officer will inspect the completed work for compliance with safety standards. Since OSHA standards do not apply to residential environments, the Government assumes no liability for HAR. A ramp will be provided by the DPW only at the front entrance to quarters. It will be removed by the DPW only upon cessation of need or upon quarter's termination.

### *Air Conditioning Policy*

Occupants may not perform modifications to windows for the purpose of installing an air conditioner. Installation of air conditioning units will be accomplished only with prior approval of the Housing

Division. Medical requirements will be handled on a case by case basis in accordance with AR 210-50, chapter 7, paragraph 7-23 and 7-26.

The air conditioning season is 15 June thru 31 August. Air conditioning should only be used when the outside temperature exceeds 80 degrees Fahrenheit, and within the guidelines as stated under "Energy Tips" listed in Appendix E.

## *Flower and Vegetable Gardens*

Occupants are encouraged to plant annual and/or perennial flower gardens in beds adjacent to their quarters. Flower gardens adjacent to quarters may remain if flowers are in bloom.

Individual vegetable gardens are not authorized in GLQ areas without the prior **written** consent of the Housing Office. Generally, a plot plan of the proposed garden area will be required before approval is granted. In Private Leased Quarters, gardening may be authorized subject to the landlord's approval. Contact the HRO for more information.

## *Trees*

Written authorization to plant or remove trees must be obtained from the Housing Division.

## *Water Beds*

For structural and safety reasons, water beds are generally prohibited in Government quarters. Individual written request for exceptions may be approved by the Chief Housing Manager for placement of a water bed on a floor with a concrete slab base. Damage caused by leakage or by the weight of a water bed can be severe. Occupants will be held liable for any damage to Government quarters caused by a water bed.

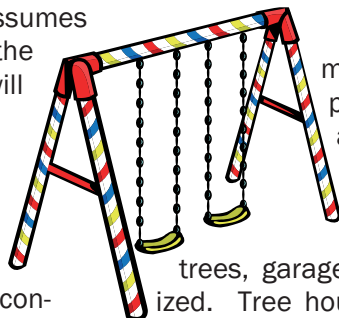
## *Swimming/Wading Pools*

Pools greater than 6 feet in diameter and 15 inches in depth are not authorized. Children under the age of 10 will be supervised when pools are in use. Pools will be emptied when not in use.

## *Playground Equipment*

Occupant owned playground equipment may be erected in the backyard, providing the equipment and landscape are maintained, and it does not interfere with access to quarters, or encroach on neighboring areas. Attachment of a basketball backboard to quarters,

trees, garages or free-standing poles is not authorized. Tree houses, tire swings, and the like are also prohibited.



## 1-7 Remote Government Areas (Rotterdam, Volkel, Rheindahlen)

USAG Schinnen operates remote Government housing areas. Occupants of these areas receive various types of support through sources different from those for South Limburg occupants. Jurisdictions for legal matters also differ among the remote sites.



### Self-Help

Occupants of government controlled housing are authorized to draw Self-Help equipment after attending the Self-Help briefing provided during the Housing in-

processing briefing.

### Engineering Services

Any issues related to engineering services or housing should be addressed to the area HRO.

### Registrations

Privately owned weapons and pets are automatically subject to civil regulation and registration requirements.

## 1-8 Beautification Programs

### Spring and Fall Clean-up Programs

Specific periods are established by the DPW each Spring and Fall to clean up all outside areas, community wide. A DPW Letter of Instruction will publicize the dates of the clean up periods, and provide instructions on proper disposals of debris.

### Quarters of the Month

As part of the Community Quality of Life Program, the Quarters of the Month Program seeks to recognize occupants who demonstrate pride in the appearance of their quarters. Outstanding family quarters are chosen each month, and occupants involved receive special parking passes along with other benefits in recognition of their efforts. The program is managed by the Housing Office.



1-9 Service Area Map (The Netherlands)



1-10 Serviced Area Map (Germany)

## 1-11 Helpful Housing Hints

- Through the HRO, ask your landlord for permission before making any changes to your quarters.
- A security deposit equivalent to one month's rent is usually required. When you leave quarters, this deposit plus interest is returned, providing there are no damages beyond fair wear and tear.
- When you give notice to terminate the lease, do it through the local postal system by registered mail. In all cases, it is strongly recommended that you make these arrangements by coordinating with the Housing Office.
- Check if you are responsible for redecorating and painting before returning the quarters to the owner.
- Find out to whom you have to pay the utilities, the landlord or to utility companies.
- Make several duplicate keys in case of loss. This will prevent you from having to pay for a new lock in case you lose a key.
- Check TV antenna arrangements. Do you need a special coax cable?
- Find out what day the garbage is picked up.
- Ask the landlord who is responsible for annual trimming and pruning of trees and bushes. Most landlords do want the tenant to do this.
- Chimneys and heating furnaces should be cleaned annually. Who does this?
- Check the school bus route.
- Find out if the amount of the monthly rent payment is firm for the full term of the lease or will annual increases be expected.
- Housing (Furnishings Branch) can help with a loaner set of furniture, if needed.
- Utility companies charge monthly advanced payment for utilities. These advance payments are based on the annual consumption by the previous tenant. Once a year the meters are read and a bill is prepared based on actual consumption, which is usually higher than expected. Read the meters occasionally and provide



vide these readings to the housing office for further processing and to “stay on top” of your energy consumption.

- It is wise to take out glass insurance and personal liability insurance. Property insurance will cover all kinds of damage to your personal property and the landlord's upholstery or furniture, but will not always cover glass breakage. The landlord is responsible to take out fire insurance for the house itself.
- Be energy saving conscious. It will save you and the U.S. tax payers money.
- Monthly rent payments must be made in advance. Take into account that this rent payment transfer may require several days, and that the landlord should receive the payment on the due date (usually before the 5th of the month). Properly identify your rent payment, e.g., month, landlords name and address, “giro” or bank number, to prevent possible confusion.
- Subleasing is illegal in The Netherlands.
- You have to take care of all minor repairs and maintenance such as windows, chimney cleaning, and plumbing, unless otherwise provided for in your lease.
- Your landlord will take care of major repairs unless they are caused by you or your dependents. You must inform him immediately of the necessity of such repairs. It may take some time before your landlord is able to get someone out, but if you have it done without his approval, you will most likely have to pay the bill.
- Keep all receipts for expenses regarding your house including repairs, utilities, etc. They may come to your aid later, for instance, when you have to complete the Housing Cost Data Survey.
- Your lease is subject to the contract you signed. Keep in mind that it is subject to Dutch law, and that your previous rental experience in the U.S. is not relevant here. Again, in case of any doubt about any provision whatsoever in your lease see your HRO.



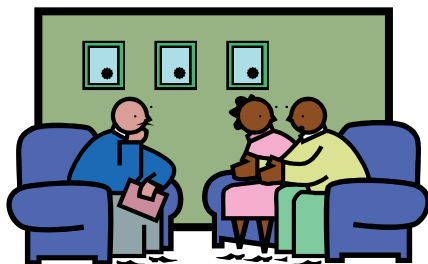
# Chapter 2

## Responsibilities of the Chain of Concern

### 2-1 General

In order to maintain the quality of life for occupants of family housing a “Chain of Concern” has been established. This chain begins with the occupant, includes the Senior Occupant (SO), Chief Housing, DPW, CSM and the BSB Commander.

Senior Occupants are members of the community who assist the Commander and the Chief of Housing in enforcing the installation’s published rules and instructions dealing with residents living in Government quarters. In order to ensure enforcement of housing policies, the Senior Occupant must refer housing problems which he cannot resolve to the Chief of Housing. This referral should be in writing, and must include specific facts such as dates, specific instructions given and results. Senior Occupants are appointed, in writing, by the Commander. The Senior Occupant should designate an alternate to assist him/her to perform in his/her absence. Appendix H provides details of the Senior Occupant Program pertaining to USAG Schinnen family housing, as well as the responsibilities of the position.



Individuals at every level are responsible for maintaining the physical upkeep of housing areas, and for handling housing issues.

### 2-2 Occupants

Sponsors are responsible for the condition of their quarters and for the conduct and discipline of themselves, their family members and guests in the housing area. It is the occupant’s responsibility to be aware of and adhere to DoD rules and regulations.

Specific tenant responsibilities and/or policies follow:

#### *Interior*

Within fourteen (14) days of quarters’ assignment,

provide the Housing Office a list of deficiencies not annotated on Form 512 (Family Quarters Inspection Form).

Cleaning interior surfaces of windows and those exterior surfaces that are accessible; cleaning interior walls, woodwork and other surfaces; avoiding the use of abrasive scouring material/cleansers on vinyl/fiberglass/soft-tiled surfaces; cleaning, waxing and polishing floors. Do not heat floor wax because a fire hazard could be created.

Cleaning stoves, refrigerators, exhaust fans, sinks, tubs, plumbing, fixtures and other household equipment.



Cleaning light fixtures, venetian blinds, furnishings and replacing incandescent light bulbs.

Keeping furnace/boiler rooms free of litter and stored items. Prompt reporting of requirements for servicing maintenance or repair of dwelling units, installed equipment, appliances and outside area. **Failure to report a problem could result in occupant liability.** Do not wait until time of termination to accomplish repair and maintenance requirements.

Wall-to-wall carpeting may be purchased and installed at the occupant’s expense. It must be removed prior to termination, and occupants are liable for any damage to the floors or walls as a result of the installation. Cutting of doors to accommodate carpeting is not authorized. Carpet strips will not be nailed or sealed to tile floors.

Adhesive backed items are not authorized to be attached to walls, doors, cabinets, ceilings, drawers, tub and tub enclosure surfaces, fixtures or appliances under any circumstances. Such items include wallpaper, contact paper, decals, mirror tiles, cup dispensers, towel racks, etc.

Curtain rods and brackets may be installed by occupants and may remain, if securely installed upon termination. Brackets shall be affixed to wood or

metal frame surfaces.

Occupants are responsible for the care of their assigned quarters and grounds during periods of temporary absence. Arrangements should be made to have someone check the quarters periodically for fire hazards, broken water lines, defective heating systems and vandalism. Occupants leaving the installation for more than two weeks should notify their Senior Occupant and the Family Housing Office of the name and address of a designated person who will retain the keys to the quarters and will accept responsibility thereof. The Provost Marshal's Office should also be notified during periods of prolonged absences.

Occupants are responsible for taking their utility meter readings on the 1st of each month, and turning the readings in to the DPW/Utility Clerk NLT the 8th of the same month.

### *Exterior*

Cleaning garages, storage spaces, porches, steps, walls, and driveways, including snow removal.

Grounds maintenance to include watering, mowing, clipping, trimming, edging, re-seeding, fertilizing, eliminating weeds, leveling lawns, repairing damage caused by pets, daily policing of trash, and generally maintaining neatness and cleanliness.

Area of responsibility extends from the front of the quarters to the center line of the road, and includes the "logical" yard area around the quarters (normally extending to 50 feet). Occupants who have erected fences are responsible for areas outside of the fenced area within the "logical" yard area. Policing common areas is the responsibility of occupants living in buildings adjacent to these areas.

Trenches are not permitted along the edges of sidewalks or roads.

Vine trellises will not be constructed closer than 18 inches to the side of any quarters, and will not be fastened to the quarters.

Existing shrubs, plants, trees and hedges will not be removed. Minor pruning of shrubs is authorized and encouraged.

Forested areas will be policed as necessary, and will not be used at any time as a dumping area for trash, garbage, leaves, lawn clippings or other foreign substances.

Seeded areas will be maintained and all pet or other



damages repaired in advance of termination to the extent that grass is growing and an acceptable aesthetic appearance is restored. Failure to comply will result in assessment of charges.

To preclude structural damage, exterior walls of quarters will not be utilized for attaching such items as dog runs, hose racks, clothes lines, blinds, flower boxes, plant hangers, fences, additional mail boxes (private or Government) and the like. Flower boxes may be hung from the window ledges with clamps or straps, but they will not be screwed or nailed to the structure.

Bicycles and children toys will not be left scattered about, but will be stored to the rear of the quarters when not in use.

Trash containers will be stored in the back of the house and will only be placed by the side of the road on the morning planned for trash pick-up.

Tree houses, swings, backboards or other objects will not be built, hung or affixed to trees or poles in any housing area.

Self-Help painting is not authorized in Government quarters.

### *Self-Help*

The Self-Help program allows occupants to accomplish upkeep and minor repair work. This program does **NOT** include painting or major alterations to the quarters.

Personnel assigned to Government Leased Quarters, and British Accommodation Quarters may make Self-Help repairs only if they attend the Self-Help briefing, and have been issued a Self-Help card. Self-Help and fire protection briefings are scheduled every other Tuesday at 1400 in the DPW Conference room, building 18, room 106.

### *Occupant Conduct*

All occupants are expected to act in an orderly manner in the housing area. Keep neighbors in mind, and avoid making noise which could be disturbing. Military sponsors and their family members who repeatedly violate this policy may have their quarter assignment terminated by the Commander. Particular attention should be given to controlling pets, audio-visual equipment and children.

### *Family Members*

Military sponsors are held strictly responsible for safeguarding and control of minor family members.



Children will not be permitted to roam unattended. Children under the age of 10 must be supervised when outdoors or in public facilities. Sponsors will ensure that children do not enter any off-limits area that could be dangerous to the safety and well-being of the child. Further, parents must not allow their children to invade the privacy of, or become a nuisance to neighbors.

While in their own quarters area, sponsors will exercise due care to prevent damage to Government property and injury to occupants. All potentially dangerous items such as matches, drugs, medicines, poisonous materials, flammable materials, etc., will be kept out of the reach of children at all times.

Sponsors should be judicious in their choice of baby sitters, and ascertain that the sitter has sufficient maturity and sense of responsibility to properly care for children. Children under the age of 12 will not be left unattended in Government quarters. Children under 15 must have adult supervision overnight.

All baby sitters attending to younger children in their own or another family's Government quarters will be at least 12 years of age. Parents must provide written instructions to the sitter, to include telephone numbers for MP's, Fire Department, the nearest hospital, and how to contact the parents, if necessary.

## 2-3 Pets

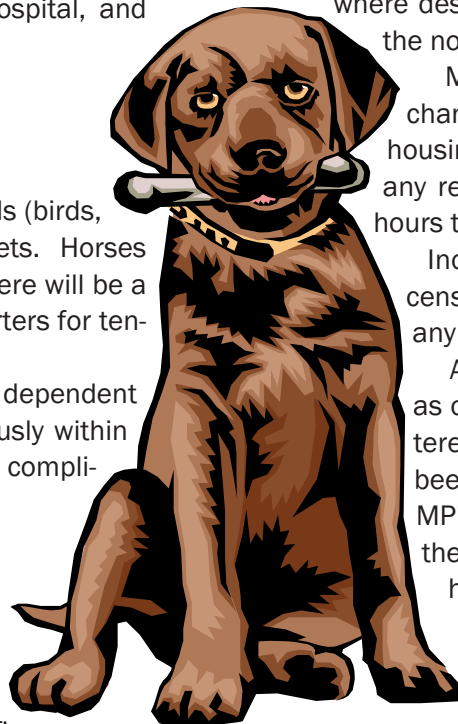
### *Authorization*

Domestic dogs, cats, small caged animals (birds, mice, aquarium fish etc.) are authorized pets. Horses are not permitted in any housing areas. There will be a \$100.00 charge for pest fumigation of quarters for tenants with dogs and cats.

The privilege of maintaining pets is dependent upon its continued ability to live harmoniously within the housing community and the owner's compliance with established requirements.

### *Registration*

All cats and dogs must be registered with the JFC HQ Brunssum Veterinary Clinic, within 15 days of arrival on the installation. Owners must provide certification of current rabies vaccination at the time of registration. Pets will wear a collar or harness with a current JFC HQ Brunssum tag securely attached.



## *Owner Responsibilities*

Provide proper supervision to prevent animals from becoming a menace or nuisance and infringing upon the rights and solitude of other residents.

Restrain pets at all times by physical enclosure, chain, leash or direct voice control from a responsible person.

Provide the animal with adequate and appropriate shelter food, water and care.

Dispose of and remove animal waste in quarter areas daily.

Use only individually assigned quarters area and undeveloped areas identified for exercising pets.

## 2-4 Vehicles

Occupants are responsible to register all vehicles with the Provost Marshal Office at JFC HQ Brunssum and to notify that office in the event of non-renewal or cancellation of vehicle insurance.

Vehicles will be parked only in authorized parking areas, and will not be parked on any grassed area.

On-street parking is authorized only when and where designated. Vehicles will not impede the normal traffic flow.

Major repair of vehicles or oil/filter changes will not be conducted in any housing area. Major repair is defined as any repair that will take more than two hours to accomplish.

Inoperable, unregistered or unlicensed vehicles will not be parked in any housing area.

An abandoned vehicle is defined as one that is unlicensed and unregistered. Vehicles suspected to have been abandoned will be tagged by the MP's. If the owner does not contact the Provost Marshal Office within 72 hours after the vehicle is tagged, the vehicle will be removed.

## 2-5 Physical Security

The occupant is solely responsible for the security of private and Government owned property under his control. Property such as bicycles, lawn chairs and lawn mowers must be secured when not in use.

## Chapter 3

# Housing Referral Services

Every military service member and U.S. DoD civilian (CONUS hire) is required to report to the Housing Division as part of in-processing. The housing office provides qualified personnel to assist you in locating suitable, adequate and affordable housing. Since Dutch rental laws are different from those in the U. S., it is strongly recommended that you take advantage of the housing referral services available.

### 3-1 Real Estate Agencies

Several realtors operate in the USAG Schinnen area of responsibility. Their primary business is selling properties. However, as a secondary service, properties offered for sale are sometimes available for rent. **Before** approaching a real estate agent, you are required to check with the HRO Housing Office.



### 3-2 Housing Referral Service Objectives

Provide personalized service while assisting military and civilian personnel and their dependents in locating suitable, affordable and adequate housing.

Ensure that sponsors and their families locate adequate housing as quickly as possible.

Continue providing assistance throughout the length of the civilian or service member tour by being involved in issues such as translating utility bills and arbitration between landlord and tenant.

### 3-3 Equal Opportunity in Housing

Department of Defense policies and objectives guarantee that all U.S. personnel have equal opportunity for available housing regardless of race, color, religion, sex or national origin. Any instances of racial discrimination, subtle or otherwise, must be reported to the HRO and Chief Housing immediately.

## Chapter 4

# Temporary Lodging Allowance

### 4-1 Purpose

The purpose of a Temporary Lodging Allowance (TLA) is to partially reimburse service members for expenses incurred during occupancy in a hotel or hotel type accommodations while aggressively seeking permanent housing or preparing to depart permanent duty station. TLA is a privilege, NOT an entitlement.

### 4-2 In-processing Requirements

Service members are required to report to the Housing Office within two days of arrival to register for permanent housing. During in-processing, service members will receive a Desk Side briefing on subjects including Temporary Lodging Allowance (TLA), Temporary Furniture, Utility Bill payments, Housing Options and Availability of Quarters.

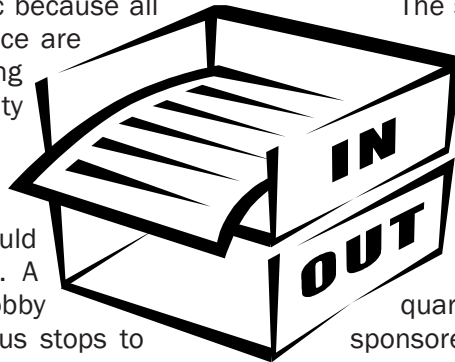
### 4-3 Payment of TLA

TLA is paid in 10 day increments from the date of arrival at your new duty station. If despite being aggressively sought, permanent housing is not obtained within the first 10-days, an additional 10 day allowance may be authorized. This process is continued until permanent housing is obtained. After the initial 10-day period, the service member is required to maintain a record of houses viewed. A minimum of three houses per 10-day period should be viewed. It is important to keep addresses, dates of visit, rental amounts, results of



contact, and date of acceptance or reason of non-acceptance. The Housing Office will provide you a form to keep track of this information. Reasons for not accepting a house must be very specific because all the houses listed by the Housing Office are considered to be adequate housing units in accordance with IMA-E Quality of Life Standards.

Appendix K contains a Checklist for Private Rental Housing. Before looking at a house, service members should know their caps (maximum allowance). A map posted in the Housing Office lobby shows the areas where the school bus stops to pick up students.



The service member occupies suitable or adequate permanent Government quarters or private rental housing.

The service member refuses to occupy suitable or adequate Government quarters or private rental housing.

Single private rental housing become available to service member who has a statement of non-availability based on the lack of bachelor quarters, but the service member continues to search for family quarters to accommodate non-command-sponsored family members.

#### *4-4 Blanket Purchase Acquisition*

In some cases the USAG Schinnen will have a contract in place for TLA, whereby the service member is no longer required to take care of payments for the time they reside in a hotel while on TLA.

#### *4-5 Requests for Extension*

As per USAREUR Regulation 37-4, USNAVEUR Instruction 7210.2G, and USAFE Instruction 65-104, 2 July 1998, the TLA period is limited to a maximum of 30 days for Army personnel and 60 days for Air Force, Navy and Marine Corps personnel. Service members anticipating the need more time than the above described limits are required to submit a request for extension of TLA before the maximum number of days have expired.

#### *Approval Authority for Incoming TLA*

##### *Army Personnel*

1 thru 30 days	Chief Housing or DPW
30 thru 60 days*	Commander USAG Schinnen (delegated to Housing Chief)
Over 60 days*	Senior U.S. Military Rep. The Netherlands

\* Requires a TLA extension request service member letter of exception to policy from service member.

##### *Air Force/Navy/Marine Corps Personnel*

1 thru 60 days	Housing Chief or DPW
Over 60 days	Senior U.S. Military Rep., The Netherlands

#### *Termination of TLA*

TLA for service members ends the day before:

#### *Non-entitlement of TLA*

Entitlement to TLA is not authorized when:

- Temporary lodging is not occupied.
- The service member, once assigned permanent quarters, delays delivery of household goods for personal reasons.
- The service member fails to seek private rental housing aggressively.
- The service member refuses private rental housing because the landlord does not allow pets.
- The service member fails to register with the HRO when told to seek private rental housing.
- The Service member delays inspection of Government quarters, delays port call, or airline reservations for personal reasons.
- The service member is on leave out of the country or is on permissive TDY with dependents.

#### *4-6 Notes About Departure*

Upon departure, service members will be authorized a maximum of ten (10) days TLA when leaving Private Rental Housing and three (3) days when leaving Government controlled Housing that receive Quarters Cleaning (QC). Service members are responsible for making their own Hotel reservations. Contact our TLA Representative at DSN 360-7287 or Commercial 046-443-7287 for information on our authorized Government Contracted Hotels.

#### *Approval Authority for Outgoing TLA - All Personnel*

##### *GLQs*

1 thru 3 days	Chief Housing or DPW
Over 3 days *	Commander USAG Schinnen (delegated to Housing Chief)

### *Private Lease*

1 thru 10 days	Chief Housing or DPW
Over 10 days*	Senior U.S. Military Rep., The Netherlands

\* Requires the service member to submit a request for exception to policy for a TLA extension.

### *4-7 TLA Alternative*

As an alternative to TLA, the Housing Office can assist in finding furnished and fully equipped Temporary Housing with a temporary lease. If this option is exercised, Overseas Housing Allowance (OHA) will be paid instead of TLA. More detailed information can be provided by the TLA clerk or the Housing Referral Officer.

## *Chapter 5*

# *Private Rental Quarters*

Private rentals are the most common type of housing available. They are owned by private individuals or holding companies. Monthly rents are compared to the fair market value by the HRO based on the Rental Appraisal System developed by the Dutch Government (Ministerie van Volkshuisvesting, Ruimtelijke Ordening en Milieubeheer). This provides you, the service member, with an unbiased appraisal of the rental rate.

### *5-1 List of Available Housing*

The HRO will assist you in checking approved housing listings. The restricted housing list is posted on the HRO bulletin board, and will not be rented by U.S. personnel.

### *5-2 Adequacy Standards*

Housing is considered adequate and suitable when it meets the 20-point criteria (See Table 1).

### *5-3 Housing in The Netherlands*

Housing in The Netherlands is different from housing in the United States. Most houses are/have:

- Located close to the streets.
- Rectangular living rooms with large picture windows in front and back.
- Bedrooms and bathrooms on second floor.
- Stairways that are very steep and narrow.
- Bedrooms that are generally small and come with-

out built-in closets/wardrobes.

- No separate laundry room.
- No floor covering, sheers, drapes, light fixtures and occasionally no appliances. Some of these items can be obtained at your Central Furnishings Management Office (CFMO)

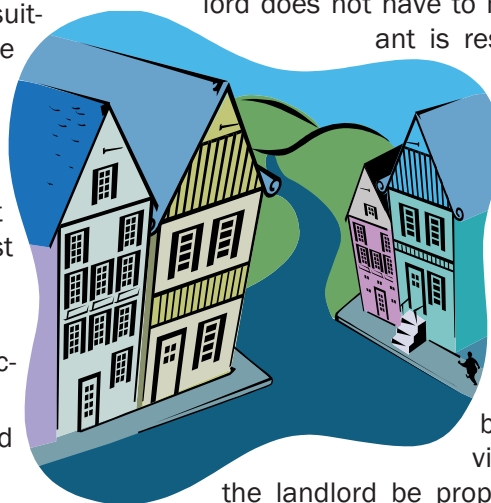
### *5-4 Maintenance and Upkeep*

As of 1 August 2003, the Dutch rental law has been changed in reference to maintenance issues. The new change states that unless specified in the contract, the tenant is responsible for minor repairs. The landlord is required to make all other repairs when requested by the tenant except when the repair is impossible or requires spending which, considering the circumstances, cannot be considered reasonable. Further, the landlord does not have to make repairs for which the tenant is responsible, e.g. repairing frozen

and/or burst radiators caused by the tenant's failure to heat them properly during the cold season.

When the landlord does not fulfill his/her repair obligations, the tenant can have the reasonable repairs done by himself/herself and bill the landlord. This repair bill can even be deducted from the rent. Obviously, this requires first, that

the landlord be properly and timely notified by the tenant of the deficiency and second, that he/she failed to repair the deficiency after a reasonable time.





## Chapter 6

# Rental Agreements

### 6-1 Lease Contracts & Commitments

#### Verbal Contract

You may enter into a lease contract under Dutch Law by giving the landlord a verbal commitment. A **verbal agreement is binding**. However, you need a written lease agreement in order to claim your Overseas Housing Allowance (OHA) and Move-In Housing Allowance (MIHA).

#### Form Contract

Written contracts in use by real estate agents and individual landlords are permitted if approved by an official organization (landlord's association). However, these contracts tend to contain every advantage for the landlord permitted under Dutch law.



#### Written Contract

A lease written in Dutch/English or German/English is available through the HRO. This contract is written to balance the mutual obligations between the landlord and the tenant, more so than you would find in a regular lease. In particular, it contains two Military Clauses. One such clause gives the lessee more flexibility to terminate a definite lease before the contract termination date (usually within the first year) if the cancellation is due to a PCS move or assignment to Government-controlled quarters. In this special situation the lessee must provide termination notice of at least thirty (30) days. It may be argued by the landlord that this thirty-day termination notice is not correct. Law and case law (jurisprudence) are not absolutely clear on this point. However, as this termination notice is still legally defendable we continue to use this clause in the tenant's best interest. In all other instances of termination, the termination period will be at least one (1) full calendar month for the tenant. Therefore, if you wish to terminate your lease, under ordinary circumstances, by the first (1st) of December, the landlord must be notified before the first (1st) of November. If notice is given later in the month of November, the entire month

of December would then have to count as the notice calendar month. If so specified in the lease the maximum required termination notice for a tenant can be a maximum of three months.

### 6-2 Statutory Law Controlling Leases

A landlord can, under certain circumstances, request a termination of the lease. In case a tenant disagrees with such an initial termination, such termination can only be effected by a court decree and thus become final. A landlord must give at least three (3) months notice by registered letter before a rental agreement can be terminated that has been written for an indefinite time. For each year that the tenant has occupied the quarters, the minimum termination period of three (3) months will be extended by one (1) month per year up to a maximum of six (6) months. This applies under normal circumstances, but does not apply to instances when the occupant has committed a serious violation of the contract.

Unless otherwise specified in the lease, it cannot be terminated during its definite (first year) period. However, an exception for the landlord could be that the tenant does not pay his rent or destroys the house. In such circumstances, the landlord has the option to obtain a court decree to end the lease and evict the tenant within the definite period. After the first "definite" year a lease usually becomes indefinite. A landlord can only terminate an indefinite rental agreement in a limited number of circumstances as specified by the law. Again, in case the tenant disagrees with the termination, a termination does not become final until decided by the court.

#### Reasons for Termination

In accordance with Dutch Rental Law, the landlord can terminate a rental agreement when:

- The tenant does not behave himself as can be expected of a good tenant.
- The contract is for a firm period and explicitly states that the tenant has to vacate the premises when the landlord wants to re-occupy the house.
- The landlord needs the house for his own urgent



use, in which case he is required to help the tenant obtain another comparable house and reimburse the tenant for moving expenses. A landlord has to be registered at least three (3) years as being the owner before he can start a termination procedure.

- Other than rental rate adjustment, the tenant does not agree with a reasonable proposal from the landlord to make a new rental agreement.
- The house is programmed for demolition ordered by the local Government.

### 6-3 Rental Increase

Rent prices may be increased once every 12 months. The rental increase is limited to a percentage determined by the Dutch Government. The annual average during the past five years has been 3%. A ten-

ant who does not agree with the proposed rent increase due to outstanding maintenance work falling under the responsibility of the landlord should contact the HRO immediately.

### 6-4 Inventory Assignment Inspection

At the time of assignment to quarters, the HRO will conduct an assignment inspection together with the tenant and the landlord. During this inspection all deficiencies other than fair wear and tear will be reported that pertain to or are part of the house (e.g., meter readings for utilities, furniture, etc.). This document will be annexed to the lease and deemed to form part thereof, and will remain on record until termination of the quarters.

## Chapter 7

### Utilities

#### 7-1 Suppliers

Gas and electricity are supplied by "ESSENT". Cable is also supply by "ESSENT" (exception is Brunssum). Water is furnished by WML (Water Maatschappij Limburg).

#### 7-2 Natural Gas

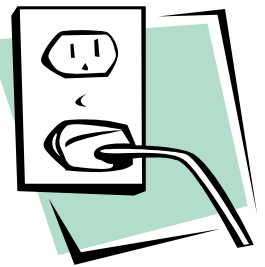
Most houses in the Netherlands are connected to the natural gas distribution system. Natural gas is a clean fuel with minimal pollution characteristics. Rooms where gas appliances are located (typically kitchen and utility room) must be vented properly. Therefore, it is very important that you never close or cover vents! Vents supply air required for circulation and safe operation of your gas fired appliances. The gas meter is usually located within a meter cabinet in the entrance hall of the house. Stoves, ovens, water heater and central heating are typically natural gas appliances. The cost for gas is paid in advance on a monthly or bi-monthly basis and settled based on actual use at the end of the year. Make sure you bring in your meter readings on a regular basis to check your advance payments are sufficient and costs of actual use is covered. Connections and annual maintenance of these installations are to be done **only** by qualified technicians.

**WARNING:** Natural gas has a penetrating smell. If you detect leakage or smell gas, immediately close all taps, including the main valve. **DO NOT** light a match

or even switch on a light. Open windows and doors, and notify the owner, DPW or your gas company immediately. Call 0800-0004! After duty hours, call PMO at (046) 443-7555.

#### 7-3 Electricity

Electricity in The Netherlands is 220 volts and 50 cycles. The usage is measured in kilowatt hours (Kwh). The electric meter, the main switch (circuit breaker), and the fuse box are usually located in the meter cabinet of the entrance hallway. The electrical installation is divided into circuit groups in order to avoid the whole house being without electricity if a problem occurs. When moving into a house, it is recommended that you find out which groups of circuits belong to which portion of the house. **Electricity is expensive; conserve it!** For families that have children, and therefore tend to use more electricity, it is recommended that when you move into a house that a night/day electric meter be requested. Although the flat rate of the night/day electric meter is initially more costly than that of the standard meter, you could save money by using the night/day meter over an extended period. Anyone interested in installation of a night/day meter should contact the HRO office for specific details.



## 7-4 Water

Water in The Netherlands is supplied by different sources, depending on where you live. The water meter and the main tap are usually located in the meter cabinet or in the cellar. The exterior faucet needs to be shut off and drained at the beginning of winter. The water is measured in cubic meters. One (1) cubic meter equals 35.52 cubic feet. In the Netherlands, water can be safely consumed straight from the tap.

## 7-5 Fuel Oil

Heating oil is stored in three (3) or five (5) thousand liter underground tanks (792.52 and 1,320.86 gallons, respectively). It is purchased from a local oil company, and paid for in full each time the tank is filled, however very few houses have heating oil.

## 7-6 Heating Your Home

It is important that the furnace (heating unit) for gas or oil be checked once a year by a qualified technician, regardless of whether you or your landlord pays for it.



Generally, your rental agreement specifically states who pays for this service. Your comfort in the cold season is largely determined by the way your house is constructed, the location of the heating unit, the thermostat setting, and how well you ventilate your house. Every house has one centralized

heating thermostat, which normally is located in the living room. Most radiators have thermostatic valves, so that each radiator can be set individual. Most thermostats have two (2) indicators, one showing the actual room temperature, and the other showing the desired temperature setting. Modern thermostats can also be programmed for day and night temperature settings. **Do not** put any appliance or lamp close to a thermostat. These appliances give off heat, and therefore influence the heat detecting unit.

## 7-7 Central Heating System

Your heating system is equipped with a water pressure gauge, a safety device that prevents the unit from drying out, and a water temperature meter. The needle in the pressure meter must be in the green colored zone (between 1 and 2 BAR). Should the water pressure be too low, a safety device will prevent the burner in your heating system from igniting. On the temperature meter you can read the exact water temperature

in degrees centigrade. Most heating systems have a thermostatic valve that controls the temperature inside the system, ranging from 50 degrees centigrade to a maximum of 90 degrees centigrade.

Ask your Housing Referral Officer or your landlord at the time of assignment inspection about how to best use the central heating system

## 7-8 Gas or Electric Hot Water Supply

Most Dutch homes come without a water heater, unless owned by the landlord. The landlord is not required to provide a water heater. However, water heaters (geyser or boiler) can be rented from utility companies or specialized stores. Make sure that whenever you rent one of the above items, you also have them include maintenance of the hot water



heater and boiler. Also make sure that the heating capacity is sufficient to supply hot water for your U.S. Washer (60 liters per wash load). Depending on if you rent from a utility company or a specialty store, the rental will be included in your advance utility bill or will be mailed as a separate bill.

## 7-9 Utility Bills

When moving into a house, part of the assignment inspection is to take the readings of the utility meters. As the consumer, you are responsible for utility usage as of that moment. The readings will be called in to the applicable utility company by the Housing Referral Officer. A few weeks later you will receive a so called "acceptgirokaart" (bank transaction form), with your name on it, a "verbruikersnummer" (registration number), and the amount owed. This bill is called a "voorschotnota" (advance bill, see Appendix J). **If you do not receive a bill within 30 days after moving in, go to the Housing Referral Office and ask an officer to call the utility company.**

The amount you are required to pay is an estimated amount based on the consumption of the previous occupant. Billings are usually received monthly, and reconciliations performed on an annual basis by a representative from the utility company. With these readings, the end of the year bill will be computed. The start readings are deducted from the final readings, giving you the actual units used. Units used times the cost per unit results in the total amount owed. From this total amount your advance payments are deducted. In the event the advanced payment amount is too much, you will be credited for the appropriate

amount at the end of the year. If too little is paid, you are billed for the amount owed.

If you are not at home when the utility company representative comes, a card will be left in your mailbox or thru your door for you to fill out the meter readings yourself with instructions for return to the utility company. **Do not ignore this very important responsibility.**

You are encouraged to bring in your meter readings to the Housing Referral Officer after you have stayed in the house for approximately three (3) months. These readings will be called into the applicable utility company and processed into their computer, resulting in an adjusted payment schedule, if required. This process will help to avoid any unpleasant surprises when the end-of-the-year reconciliation is prepared.

### *7-10 Government Services*

In general, you do have to pay for services provided to you by a Dutch governmental agency. These include garbage collection, sewer cleaning and water maintenance and purification. These charges are normally included in your utility bill or factored into your lease agreement, however, some municipalities may collect them separately. Check with the housing office to find out what your municipality does.

### *7-11 Water Tax*

Water tax is assessed based on whether your quarters have one occupant or more than one occupant. If only one occupant, a lower tax is assessed. When you get your first water board bill, check with the housing office to ensure that you are being charged for the right number of occupants. As with other utility charges, this bill may be based on the family size of prior tenants.

### *7-12 Utility Tax Avoidance Program*

U.S. Armed Forces members (military and civilian) residing in the Netherlands and holding an JFC HQ Brunssum Identification Card or registered as an official Border crosser under the current Status of Forces Agreement (SOFA) with the Netherlands are eligible for the tax free delivery of electricity, gas and water when residing on the Dutch economy. The Utility Tax Avoidance Program is administered through USAG Schinnen Value Added Tax (VAT) Office as the "JFC HQ Brunssum UTAP Program". For more information or to schedule an appointment please call the Schinnen VAT Office at civilian 046-443-7178 or DSN 360-1780.

## *Chapter 8*

# *Telephone Service*

### *8-1 Acquisition of Telephone Service*

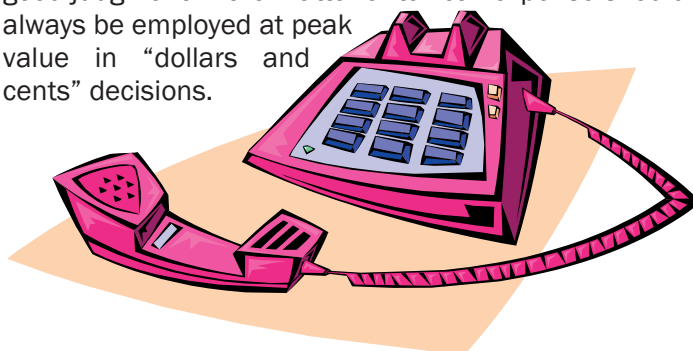
All U.S. military and civilian occupants may apply for telephone service through the KPN Telephone Service Center. Their offices are located in Beek, Sittard or Heerlen. When applying for a telephone, the Housing Office will assist you with filling out application forms, and brief you on the conditions and policies imposed by the Dutch Telephone Company.

### *8-2 Telephone Bills*

The KPN sends a bill every two months to your home address. As with other utility bill payments, telephone bills may be made through your bank. Check with your bank to determine if a fee is charged for this service. Also, for an additional fee, all telephone subscribers have the option of receiving itemized bills.

Be aware that international toll calls are **very expensive!** Clearly, good judgment should always be used

when spending "long distance" dollars. There are a number of "Call Back" type long distance carriers that offer rates of up to 70% less than some of the well known carriers. These may be worth investigating. Please be advised, however, that neither the U.S. Government or the Department of the Army recommends or endorses any particular long distance carrier. As with other important matters involving money, your good judgment in the matter of toll call expense should always be employed at peak value in "dollars and cents" decisions.



# Chapter 9

## Government Controlled Quarters

There are currently well over 300 Government Leased Units consisting of Government Leased Quarters (GLQ). These quarters consist of 2, 3, and 4 bedroom single and semi-detached dwelling units, and are located throughout the South Limburg Area. All are within the JFC HQ Brunssum school bus route.

Due to the limited numbers of Government Leased Quarters there is no advance application program possible.

### 9-1 Waiting Time

The waiting time for incoming personnel for 2, 3 and 4-bedroom quarters can vary.

For up-to-date housing information, see PCS House Express at <http://www.pcshousearmy.com> for up-to-date housing information.

### 9-2 Assignment Inspection

After acceptance of a GLQ, an appointment for an assignment inspection will be made. The purpose of this inspection is to note the condition of the house at that moment. In case there are deficiencies noticed, such as normal wear and tear, it will be established in the assignment inspection report. This report will be used again during the termination inspection so that the occupant will not be held liable for deficiencies which were noticed during the assignment inspection.



### 9-3 Pre-Termination Inspection

Instructions for cleaning requirements before vacating GLQs are provided during the pre-termination inspection. The pre-termination inspection is normally done approximately six to eight weeks prior to vacating the property. Contract cleaning is provided for GLQ. Also, during the pre-termination inspection, the occupant will be instructed on how to repair deficiencies which were noted during that inspection for which the occupant can be held liable. The occupant is responsible for clearing the Cable and Telephone companies before termination.

### 9-4 Termination Inspection

It is the occupant's responsibility to inform the housing office when he is scheduled to leave. Even when orders are not yet prepared, it is better to inform the housing office about your PCS date. During the termination inspection the house will be checked for cleanliness and general condition. If there are some deficiencies noticed for which the occupant is liable, they will be charged to the occupant. The inspector will prepare a cash collection voucher or a statement of charges, which has to be hand carried by the occupant to Finance for processing. After the occupant has turned in a signed copy, the housing office will issue housing termination orders.



# Chapter 10

## Centralized Furnishings Management Office

The Centralized Furnishings Management Office (CFMO) is responsible for providing furnishing support to all DoD personnel. Responsibilities include: accountability, requisition and repair of furniture, and preparation of budget requirements.

### 10-1 Authorized Personnel

All personnel residing in Private Leased and Government Leased Quarters are eligible for CFMO furnishings. Department of Defense (DoD) civilian employees hired from CONUS or locally and receiving Living Quarters Allowance (LQA), are also authorized CFMO furnishings for private rental housing. Other personnel to include contractors are not authorized CFMO furnishings. These personnel require an exception to policy. The approval authority is IMA-E.

### 10-2 Authorized in Private Rental Housing

Authorized furnishings in private rentals include:

One wardrobe per family member and one additional wardrobe per household.

Washer, dryer, range, refrigerator and dishwasher. Occupants are responsible for providing proper hook-ups.

### 10-3 Loaner Sets

Inbound personnel with Full Joint Federal Travel Regulations (JFTR) and those with Elective JFTR, who elect to ship their household goods, are authorized loaner furniture items for 90 days or until their personal furnishings arrive.

Full JFTR means you shipped your household goods. Elective JFTR means you shipped a portion of

your household goods. We will provide you with the first line necessary furniture items. It is not allowed to accommodate your guest room(s) with Government owned furniture.

All outbound personnel are



authorized loaner sets for 60 days.

The Housing Office will maintain a loaner furniture suspense file so that loaner sets can be recaptured. Personnel desiring to retain loaner sets in excess of the allotted time, must receive approval from the Furnishings Manager.

Loaner sets can consist of the following:

- One double bed for the master bedroom
- One single bed per family member
- One dining room table with sufficient chairs for the family
- One dresser or chest of drawers per room (two in master bedroom), and one per family member
- One couch
- One coffee table
- Two easy chairs
- Two table lights

### 10-4 Supplemental Furnishings

Supplemental furnishings such as desks, book cases, lamps, end tables and night tables may be issued to occupants for their entire tour after approval of exception to policy.

### 10-5 Drayage

A local moving company takes care of delivery and pick up of Government furnishings. **You are required to make mention of any discrepancies** that occur during delivery/pick-up in the comments/remarks section of presented documents. Your comments/remarks are essential in assisting us to make sure you are provided the best quality of service possible, and for any type of claim action for damages caused by the contractor personnel.

### 10-6 Warehouse Operations

Due to safety and liability concerns and the lack of CFMO manpower, service members are not authorized to select individual furnishings from the warehouse inventory.

### 10-7 Issuing Procedures

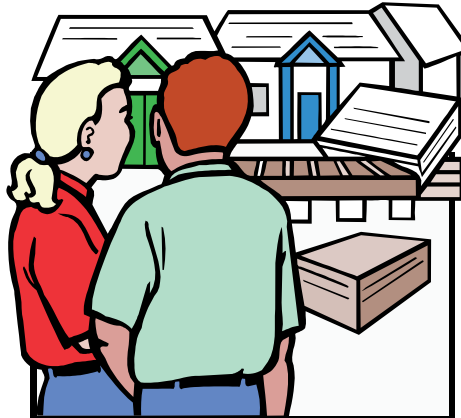
Residents of Government and Private Leased Quarters to include Army, Navy, Air Force, Marine Corps,



and authorized civilian personnel in our servicing area that need furniture support, must provide the following documentation:

- One copy of quarter's commitment or assignment orders when requiring initial issue.
- A written request for issue (or turn-in) of furnishings signed by the sponsor or spouse.
- A copy of the shipping documents if you request permanent use of temporary loan items.

In addition to the above documents, residents of Private Leased Quarters in Germany must provide AE Form 210-6A-R, Installation Agreement for U.S. Property in Private Rental Housing, signed by the landlord and verified by the Housing Referral Office. All personnel must also provide a copy of their PCS orders. SSQ personnel in grades E-6 and below must also provide a statement of non-availability of Government housing signed by the Chief of Housing.



### 10-8 Direct Exchange Procedures

Furniture will be exchanged when the housing inspector verifies the necessity.

CFMO will prepare issue and turn-in documents indicating the reason for the exchange. Both documents will be added to the delivery schedule and forwarded to the warehouse.

After delivery, the CFMO will post the issue and turn-in documents to the sponsor's hand receipt.

### 10-9 Turn-In Procedures

Residents may request turn-in of furniture when it is excess to their needs, upon termination of private rental contract, or upon receipt of PCS orders. Furniture for turn-in must be inspected for damage and cleanliness by a housing inspector or local drayage contractor representative prior to pickup.

For furniture and appliances, the CFMO will prepare the required documents and schedule the appointments.

As a user of Government furnishings, it will be your responsibility to ensure that all furniture and equipment issued to you is returned to the CFMO in a thoroughly clean condition ready to be reissued without undergoing additional cleaning. You may be held liable should such property be returned damaged or dirty.

### 10-10 Customer Liability

Hand receipt holders are liable for all furnishings and equipment in their possession. Care should be taken to maintain and safeguard Government issued furniture and/or equipment as would any prudent home-owner.

It is the customer's responsibility to be at home on the date of all scheduled appointments.

Customers must verify the time the contractor spends on the service/repair visit and sign the documents presented by the contractor. Customers should note any work not performed, poor quality service or poor customer service as well as good work in the remarks section of the form.

Sponsors will be relieved of responsibility and receive clearance of their hand receipt when there is no damage to or loss of Government furniture and/or equipment, upon turn-in or upon termination of assignment to quarters or after charges for damage/loss of Government property has been settled.

### 10-11 Important Things to Know

The IMA-E local drayage contract covers delivery and pick-up of Government Owned Furniture (Loaner Sets). USAG Schinnen, Furnishings Management Office works on an appointment basis only. We are obligated to provide the contractor at least a two day notification prior to the date drayage services are required. This will directly affect you, the customer, because it requires you to schedule your appointment at least three work days in advance. The contractor makes his own route schedule. Rescheduling of appointments must be done at least one work day prior to the scheduled appointment.



The IMA-E Domestic Appliance Contract covers delivery, pick-up and repair of Government Owned Appliances. The Furnishings Management Office works on an appointment basis only. Rescheduling of appointments must be done at least one day prior to the scheduled appointment or the contractor may recover costs associated with the missed appointment. Returned appliances must meet established cleaning standards.

Customers must provide the following information to

the customer service representative for repair calls to Government Owned Appliances:

- Name, address, Sponsors SSN, and phone number.
- The type of appliance and make (i.e. washing machine-Whirlpool).
- MLFB number (model), a six digit alphanumeric code. See the white inventory sticker labeled "U.S. PROPERTY" affixed on the appliance. If you are unable to find the white label refer to the customer copy of the issue document (i.e. 1UW523 or 1UT956).
- A brief description of the problem/failure symptoms.

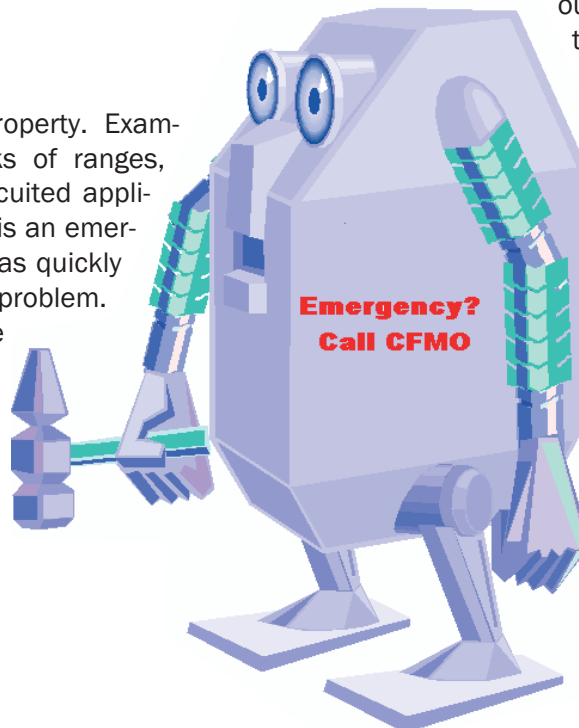
It is vital that the customer provide the information listed above to ensure that the contractor brings the correct parts to the work site. Repair appointments cannot be scheduled without adequate information.

This is a request to everyone supported by the USAG Schinnen, DPW-Housing Office. It is requested you provide the DPW Housing Office your home phone number and e-mail address as soon as you are connected by the phone company. Provide your work phone number as soon as you are aware of your extension at work. It is vital the DPW personnel have this information so that we can reach you to verify, change and/or control appointments.

You can contact a CFMO customer service representative at DSN 360-7440, Commercial 046-443-7440 (from Germany call commercial 0031-46-443-7440) or the Housing Office at DSN 360-7414, Commercial 046-443-7414.

## 10-12 Emergencies

An emergency threatens life or property. Examples of emergencies are gas leaks of ranges, burst water pipes, fires or short-circuited appliances that give shocks. If your call is an emergency, the CFMO staff will respond as quickly as possible to fix the immediate problem. CFMO will immediately contact the contractor who will in turn repair or replace the appliance within the established time limits. During after duty hours personnel are asked to contact USAG Schinnen MP Desk for assistance.



## 10-13 Safety Tips/Recommendations

### Washers

It is your responsibility to check the washing machine frequently while it is in use and turn off the water when not in use. Do not operate your washing machine when you leave your residence for an extended period of time or while you are asleep.

It is important to know what kind of detergent you use in different types of Government owned washers. If you have a European style washing machine you must use European type detergent. European type detergent is highly concentrated so be careful how much you use. When you use too much detergent or the wrong type detergent the machine will malfunction.



### Dryers

Clean the dryer lint filter after each use; dirty dryer filters can catch fire!

### Refrigerators

There is a possibility that your refrigerator will malfunction during cold weather when installed in an unheated area, e.g. a garage. If the ambient temperature outside your refrigerator is colder than inside, the refrigerator will automatically switch to the DEFROST mode of operation. This may happen at approximately 40 degrees Fahrenheit (5 degrees Celsius) ambient temperature. To avoid problems it is recommended that you move the refrigerator to a heated location. For additional information please call the DPW Furnishings Management Branch, Quality Assurance (QA) section at 360-7389 or commercial (0031) 046-443-7389.

# Chapter 11

## Protection of Government Personnel and Resources

### 11-1 Fire Prevention and Protection

The military sponsor occupying family quarters assumes responsibility for keeping his family as safe as possible. A fire prevention briefing is given during the Newcomers Orientation Class every other Tuesday at 1400 hrs in the DPW Conference Room ( bldg 21).

Sponsors are responsible for disseminating fire safety information to all family members who reside in quarters. This orientation should include an escape plan in case of fire. Practice "Exit Drills in the Home" (E.D.I.T.H.) as soon as you occupy your quarters. **BE AWARE** that the two greatest life threats in the home are unattended cooking and children playing with matches.

Occupants should conduct their own fire prevention measures using the fire prevention tips provided in Appendix D. Occupants may request the DPW Fire Inspector to conduct a courtesy inspection of family quarters for fire hazards to ensure compliance with sound fire prevention practices.

Smoke detectors are required in all Government quarters. Government Leased Housing is equipped with hardwired ( 230V) smoke detectors with a 9 Volt battery back-up. Occupants of Private Leased Housing can obtain battery smoke detectors for nothing thru DPW. Smoke detectors should be tested once a month by pressing the "test" button. Cigarette smoke or use of canned sprays may damage the detector. If a smoke or heat detector is defective, report it immediately to the Work Order Desk.

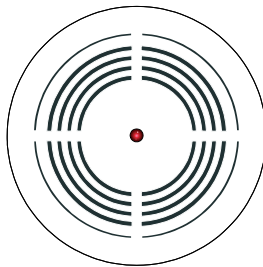
Use of utility rooms for storage of personal items or household goods is prohibited.

#### Reporting Fires

Occupants of Government quarters are required to report all fires immediately to the DPW Fire & Emergency Services Office 046-4437230 & Housing Division ASAP, whether extinguished by the occupant or by the Host Nation Fire Department.

The Host nation emergency number is 112.

Occupants of Government quarters are required to immediately report ALL fires to the local



Fire Department and to the Housing Division.

All open fires must be approved by the Community Fire Marshal (DPW). Barbecue fires must be kept in a grill at least 15 feet from any structure and only approved charcoal briquets and fuel should be used. After use, the charcoal briquets should be frequently observed until the coals have cooled and are completely out.

Holiday decorations are a common source of fires which may ruin an otherwise joyous occasion. Natural Christmas trees may be put in family quarters for no more than 15 days. Saw the end of the trunk at a 45 degree angle, and keep the bare end covered with a sugar water solution to prevent premature dying. All ornaments and decorations should be non-combustible. Lights must be approved by Underwriter Laboratories or Factory Mutual and in good condition.

### 11-2 Host Nation Air Raid Siren

As of 1 September 2003, the host nation air raid sirens will be tested once a month. The test will be done throughout the Netherlands on the first Monday of every month at noon. The sirens will sound for approximately 90 seconds during each test occasion.

What is important for you to know about the air raid sirens is if you hear them on any other day of the month you must react. The procedure that must be followed is:

1. Go into your house, workplace, or nearest public building.
  2. Close all the windows and exterior doors.
  3. Turn on your radio or TV to a local station, U.S. families are recommended to tune to AFN radio and L1 (Limburg 1 TV station) simultaneously. If you are at work someone should also monitor the email for internal announcements.
  4. Await further instructions. If you are expected to take any action it will be announced via TV or Radio. It is also possible that local authorities may dispatch police to make announcements through mobile PA systems. Follow instructions given by the authorities. If you don't know what has been said contact a Dutch neighbor or call the MP station in Schinnen for clarification.
- In most cases you would probably simply have to

stay inside until an all clear has been given. The sirens may be activated as a precautionary measure. Stay calm. When the sirens stop sounding you can presume the situation is back to normal.

### *11-3 Energy Conservation*

Occupants are responsible for practicing energy conservation, avoiding waste and abiding by energy conservation methods, policies and procedures issued by Housing Division and/or the Energy Officer for the DPW. Housing occupants can conserve energy and reduce consumption without sacrificing comfort. Use utilities as if you were paying the bill.

Read the energy conservation tips listed in Appendix E and use them. In particular, turn the Central heating thermostat down when you retire for the night or when no one is home. Turn off all energy using appliances when not in use.

### *11-4 Pest Control*

Pest control is a major area of concern, especially in family housing. Entomology services are provided by the DPW, and are an integral part of the installation maintenance program. Occupants of Government housing do not have the option to refuse pest control services and must comply with requests for inspection. Certain unusual pest infestations will be reviewed by Health and Environment personnel to determine cause and conduct necessary remedial action, including counseling with occupants to preclude recurrence. If required, command directed re-inspections of the quarters will be conducted to ensure that the health and welfare of all occupants meet acceptable standards. Occupants who continually refuse to comply with proper pest control procedures are subject to involuntary termination of their quarters.



#### *Cockroaches*

Poor housekeeping is the greatest contributing factors in cockroach infestation. Roaches thrive on leftover food left on sink counters and in cupboards, and on food particles left on unwashed dishes. They will also feed on paper and glue products.

#### *Preventive Measure 1*

Good Housekeeping. Keep your quarters clean. Wash dishes after each meal. Place leftover edible

food in the refrigerator. Don't keep garbage in the quarters, but dispose of it immediately. Clean the sink. Keep wet or soiled clothing in a hamper or other closed container. Clean up immediately after pets that are not properly housebroken. Practice of these housekeeping procedures will virtually ensure that you will not have a cockroach problem.

#### *Preventive Measure 2*

Self-Help Control. If you detect cockroaches or water bugs, request Entomology assistance by calling the SO Desk. The Self-Help store is prohibited from dispensing pest control materials other than mouse traps.

#### *Procedures for Treatment*

If a pest control team is required it is the responsibility of the quarter's occupant to prepare the quarters for spraying, and to have the quarters open at the time of spraying. Remove all pets, including birds and fish, from the quarters. Remove all items from cabinets and cupboards in the kitchen and bathroom(s) and from sinks, drain boards and countertops. Move furniture and other items at least one (1) foot from the walls. Make sure all toys (children and pet) are covered. If an insect problem is evident in bedrooms, remove all items from drawers, shelves, and closets and cover them for protection. Close all windows and doors tightly.

If you cannot be at your quarters on the specified date and time, accomplish the above and give your front door key to the Senior Occupant of your area or a responsible person of your choice, who will allow access into your quarters and accompany the Entomology team.

Once the quarters have been treated, wait two hours before re-entry. Upon re-entry, open windows for ventilation.

Requests for treatment of multi-unit dwellings should be initiated by the Senior Occupant.

#### *Termites*

Since occupant prevention and treatment of termites are not realistic, swarms of termites (normally occurring in the Spring) should be reported to the SO Desk, (046) 443-7215, so that necessary control measures can be taken by the Entomology Section.

#### *Other Household Pests*

Routine control of normal household pests such as ants, silverfish, flies, moths, fleas, mice and rodents is the occupant's responsibility, and is easily accomplished by keeping pets free of pests and with overall cleanliness. The use of commercial, non-residual insecticides labeled for safe application by the general



public is expected of the occupant. For established infestations of pests that are beyond the occupant's capabilities and require professional control measures, request assistance of the Entomology Section by calling the Work order Desk, commercial 046-4437215, DSN 360-7215.

The quarters must be free of pest prior to transportation pick-up of household goods and final termination of quarters. Occupants of family housing will accomplish any cockroach control treatment of their quarters prior to their pre-termination inspection.

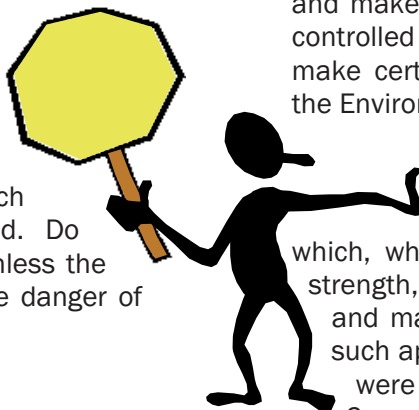
The use of electronic insect lights is not authorized in consideration of energy use, noise and electrical hazards.

Senior occupants will be kept advised of any problems in their areas and initiate actions as appropriate.

## *11-5 Safety/Environmental*

### *Storm Warnings*

In the event of a storm or other emergency, tune to AFN for information and instructions. If a severe storm or hurricane is expected, secure any loose items such as barbecue grills, toys, lawn tools, etc., which could become dangerous flying objects in the midst of the storm. Moving such items inside is the preferred method. Do not move a barbecue grill inside unless the charcoal has cooled because of the danger of fire or asphyxiation.



### *Natural Gas*

Many housing units use natural gas for heating, domestic hot water and cooking. The gas itself is odorless, so a harmless chemical odorant is added to the gas so you and your family may detect even the smallest gas leak. Investigate if you ever detect even a faint smell of the odorant. If possible, "follow your nose" to the source. It may be only a stove pilot light that is out or a burner valve partially turned on. These are situations you can easily correct. If, however, the source cannot be located or if the odor persists, notify your gascompany ESSENT Tel Nr: 0800-0004. Follow the safety tips in Appendix D.

### *Outdoor Barbecues*

Occupants will not barbecue indoors. Safety measures must be used when barbecuing outdoors.

### *Motorcycles, Go-Carts and Mopeds*

For safety reasons, petroleum fueled vehicles will not be brought into or stored inside any housing unit.

## *Asbestos*

Some residential units within USAG Schinnen housing inventory contain asbestos pipe insulation. Both DA and OSHA regulations state that asbestos insulation should not be removed for the sole purpose of eliminating asbestos, but that it should be removed when structural deterioration allows asbestos fibers to escape. In most cases, such as pipe insulation, loose or crumbling insulation can be repaired by reinforcing with protective wrapping. Asbestos insulation has been most commonly used on pipes and boilers/heating systems. These are usually located in areas where occupants do not normally stay for any significant length of time. However, if deteriorated insulation of any kind is observed, do not attempt to remove the loose or hanging insulation material. Instead, call the SO Desk so that trained safety, preventive medical, and DPW personnel will determine what course of action is appropriate. Ensure that children and pets stay out of the area until repairs are completed. As a general rule, avoid placing articles near insulated pipes, and make certain that access by children and pets is controlled to prevent damage to the insulation. Also, make certain that damaged insulation is reported to the Environmental Office promptly.

### *Lead-Based Paint*

Lead is a naturally occurring mineral which, when added to paint and coatings, improved strength, appearance, and resistance to atmospheric and marine deterioration. In the late 1970's many such applications in residential and public buildings were banned by the Consumer Product Safety Commission for health reasons. Lead can be ingested through paint chips and peeling, and inhaled through dust created when maintenance or removal is being done. Ingestion by children is known to cause permanent brain damage and other adverse affects such as hearing problems, slowed growth, headaches, and behavior and learning problems. Lead-based paint that is in good condition is usually not a hazard.

Peeling, chipping, chalking, or cracking lead-based paint is a hazard and needs immediate attention. Lead-based paint may also be a hazard when found on surfaces that children can chew or that get a lot of wear-and-tear. These areas include: windows and window sills, doors and door frames, stairs, railings and banisters, porches and fences. Lead dust can form when lead-based paint is dry scraped, dry sanded, or heated. Dust also forms when painted surfaces bump or rub together. Lead chips and dust can get on surfaces and objects that people touch. Settled lead dust can reenter the air when people vacuum, sweep, or walk through it. Lead in soil can be a hazard when chil-

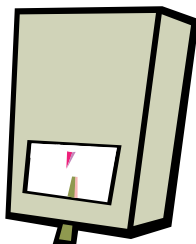


dren play in bare soil or when people bring soil into the house on their shoes. If you suspect that your house has lead hazards, please inform the DPW Environmental Management Office promptly so they can do a survey and take samples of the paint. For more information contact the DPW Environmental Management Office DSN 360-7225, commercial 046-4437225.

Landlords and sellers have to disclose known information on lead-based paint and lead-based paint hazards before leases or selling a house take effect. Leases and sales contracts must include a disclosure form about lead-based paint (Appendix O).

### *11-6 Meter Readings*

If you live in Government Leased Quarters, you are required to fill out water, gas and electricity meter readings form the 1<sup>st</sup> of every month and forward it (thru your senior occupant) to the DPW Admin Office, building 21, room 102. Meter reading forms are available at the Family Housing Reception desk or from the Utility Rate Clerk, building 37, room 108. We also recommend that all personnel residing in private leased homes turn a monthly meter reading form into the Housing Referral Office. Bring your year end utility bill to the Housing Referral Office for reconciliation of proper payments to local utility companies. A meter reading form is attached in appendix J.



### *11-7 Health, Welfare and Safety Inspections*

The following procedures apply for health, welfare and safety inspections of Government controlled family housing:

- The Community Sergeant Major, USAG Schinnen, as designee of the Commander, has the responsibility for conducting inspections whenever there is reason to believe quarters are being misused or abused or that the health, welfare and/or the safety of occupants is threatened.
- The Community Sergeant Major, or designated representative, will gather all available facts and circumstances which indicate that an inspection may be warranted.
- This accumulated information will be provided to the Staff Judge Advocate or a military magistrate in the Staff Judge Advocate Office. These personnel may issue an Administrative Search Authorization, which empowers an inspecting party to enter and inspect quarters with or without the consent of the occupant. An Administrative Search Authorization will be issued whenever the Staff Judge Advocate or military magistrate believes there is a substan-

tial basis in fact that a condition exists which requires correction to protect the health, welfare or safety of the quarter's occupant(s) or any other occupant(s) in the local vicinity.

- Once an authorization is obtained, an inspection team will be assembled and the inspection performed. All inspection teams should have representatives from DPW, MEDDACT (Preventive Medicine), Safety and the Chain of Command of the Soldier living in the quarters. In appropriate cases, representatives from the Veterinarian's Office, a Social Worker or a community health nurse may supplement the inspection team.
- The nature of the alleged abuse will define the scope of quarters inspection. Any intrusion into private areas will be kept to a minimum and should be consistent with the purpose of the inspection. If unsanitary conditions are suspected, the primary inspector, for example, should be the preventive medicine representative. This person is trained, knows what to look for, and can properly interpret and evaluate what he observes. The scope of an inspection will be expanded only after evidence of some unacceptable condition has been identified. All quarters inspections should be conducted with minimal or no notice to the quarters occupants, since the purpose of the inspection is to accurately determine the current condition of the quarters and the degree of threat to the occupants.
- When quarters are inspected, the inspector should evaluate health hazards, sanitation, safety conditions, animal control and environmental conditions.
- A written report summarizing the inspection results will be prepared by the DPW. Input for the report shall be submitted from other members of the inspection team at the request of the Sponsor's Unit Commander. Copies of the report shall be provided to the quarter's occupant, his commander and each member of the inspection team. Corrective action, if required, must be supervised by the Chain of Command. Follow-up inspection will be conducted at announced or unannounced times at the discretion of the Chain of Command or the CSM, USAG Schinnen.
- If the quarters' occupant disagrees with the inspection report, a written appeal may be submitted within seven (7) calendar days through the Chain of Command to the Sponsor's Unit Commander. The Sponsor's Unit Commander shall send the inspection report, the soldier's appeal and any recommended course of action to the Garrison Commander.



# Chapter 12

## Terminating Quarters

### 12-1 Family Housing

Family quarters will be terminated under the following conditions:

- Prior to retirement or separation of the sponsor.
- Prior to permanent change of station (PCS) of the sponsor, unless PCS orders authorize retention of the quarters under the Deferred Travel of Home Base/Advanced Assignment Programs.
- Sponsor is no longer eligible for quarters. Quarters will be terminated within 30 days of loss of eligibility. This loss of eligibility may be due to:
  - a. Family members no longer permanently reside with sponsor.
  - b. Sponsor no longer permanently resides with family members in assigned quarters.
  - c. Misconduct of the sponsor and/or family members, including failure to control pets.

Sponsor may request termination of quarters to move to civilian quarters. However, approval will be granted only if other families are available to occupy the quarters to be vacated. The movement of household goods will be at the expense of the sponsor unless the move is determined to be for the convenience of the Government.

Personnel declining to vacate after receipt of a 30-day termination notice may be treated as trespassers on Government property. When necessary, household items can be placed in storage at the individual's expense and the individual forcibly evicted.

Retention of Government quarters beyond expiration of eligibility is not authorized for personal reasons. In unusual or compelling cases of retention, a daily fair market rental cost will be assessed.

### 12-2 Pre-Termination Inspection

Occupants must request a pre-termination inspection no less than 30 days prior to the planned date of quarters termination. The pre-inspection allows the

Housing Division to identify maintenance and repair work (self-help and beyond) which will be required in the quarters and to give guidance to the occupant concerning tasks which must be completed prior to final clearance of the quarters. Pre-inspection may be scheduled with the Assignment and Termination Section in person or by telephone.

This inspection is used to identify damages to and accountability of Government property. If damages are noted and not corrected by the occupant, cash collection vouchers or statements of charges are prepared.

The sponsor should be present at the time of the pre-termination.

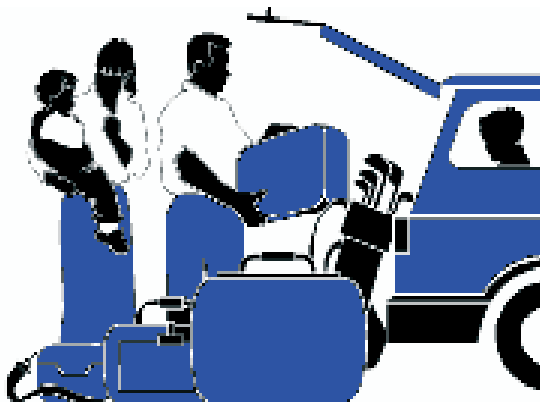
The occupant must acquire Self-Help items and initiate service orders for repairs beyond

Self-Help limits before the quarter's clearance date. Occupants will allow DPW personnel to accomplish normal service order work prior to termination of the quarters. Only in unusual cases requiring extensive repairs will the work be scheduled after termination. It is the occupant's responsibility to ensure that all required maintenance and repair requirements are reported and accomplished on a regular basis throughout the period of occupancy rather than wait until time of termination.

One copy of the pre-termination inspection will be retained by the inspector and one copy by the sponsor for use at final inspection.

Inspectors will instruct the sponsor on requirements for final clearance and furnish a copy of Termination Inspection Standard Guide.

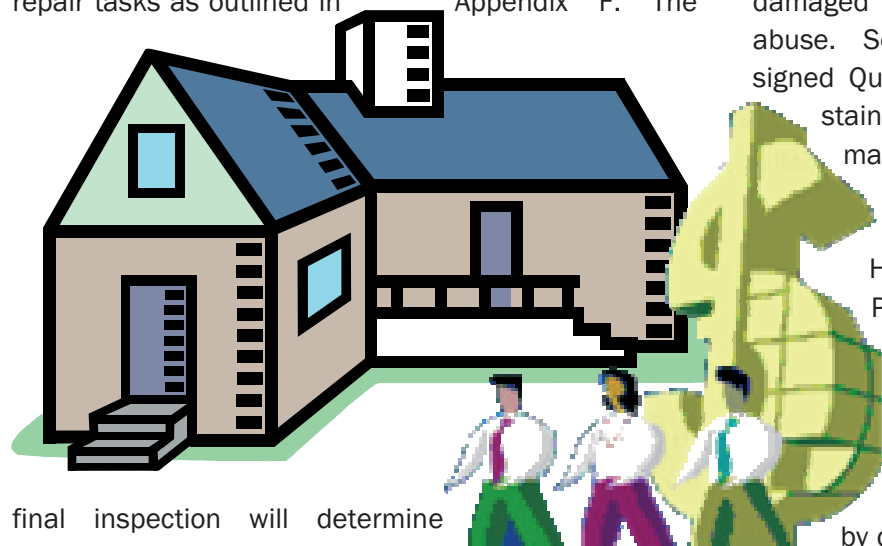
Contract cleaning is provided by the Government for Government Leased Quarters. Consult Appendix F for specific occupant cleaning responsibilities.



### 12-3 Final Termination Inspection

The final termination inspection will be accomplished only after all personal property of the service member has been removed. The occupant must be present at the final inspection. At this inspection the occupant turns all keys over to the inspector. After successfully passing this inspection, the occupant provides verification of payment (paid cash collection voucher) or signs a statement of charges of damages or items missing from quarters. The occupant is then released of his responsibility for the quarters.

Occupant responsibilities include all interior and exterior cleaning, Self-Help maintenance, and all other repair tasks as outlined in Appendix F. The



final inspection will determine whether the quarters meet those standards. If a re-inspection is required, the occupant must reschedule by calling the Assignment and Termination Section. Re-inspection will be performed not sooner than four hours after the failed inspection, and is conducted only during normal duty hours. A 100 percent re-inspection of the quarters will be conducted on each subsequent appointment.

When the occupant passes his final inspection, a completed AE Form 3281, Inventory and Condition Report, and a Termination From Family Housing form will be provided. Both Forms must be taken to the Assignment and Termination Section in order to fully terminate quarters. The Finance and Accounting Division will not grant final post clearance until quarters termination has been properly documented by the Housing Division.

### 12-4 Liability for Damage or Loss

Occupants will be held pecuniary liable when Government quarters appliances or furnishings are lost damaged or destroyed as a result of negligence or abuse. See appendix G, Liability for Damage to Assigned Quarters. This liability includes damage and stains caused by household pets and damage or markings on room surfaces and Government equipment that requires repair or replacement.

Housing will not stamp Installation Clearance Papers until reimbursement has been made or necessary paperwork initiated, authenticated and submitted to Finance and Accounting Division in all cases of liability.

When personnel do not properly clear family quarters, the quarters will be cleaned by contract personnel and necessary paperwork will be initiated by the Housing Division to effect reimbursement from the sponsor. The quarters will not be terminated until they have been cleaned and are ready for reassignment.

Occupants must report to the Housing Division all damages to outside grounds and exterior and interior structures caused by transportation carriers or contractor personnel.

# Chapter 13

## Exceptions to Policy

### 13-1 Guidelines

Individual hardship is a vague term and requires subjective decisions by the Garrison Commander, DPW, Chief of Housing, and medical personnel. While there is no completely equitable way to make the decision process more objective, there are guidelines that can be applied to eliminate a large number of requests and discourage abuse of the system. Many problems fall into general categories of self-imposed hardship. These are valid concerns and must be of command interest. However, there are alternative methods for dealing with such problems without rewarding the service member. Basic responsibility for housing and providing for the well being of family members lies with the service members themselves and, when needed, their chain of command.

### 13-2 Exception to Policy Examples

The following examples are invalid reasons for requesting exceptions to policy for accelerated assignment to Government controlled housing or for assignment to a particular housing area.

#### *Financial Hardship*

Indebtedness as a result of mismanagement of income, large family size, the high cost of living on the economy, etc., are often used as the basis for requesting exceptions. Only unavoidable hardships could be considered.

#### *Eviction from Private Rental Housing*

Misconduct or failures to meet financial obligations are the most common causes of eviction. In no instances will evictions for these reasons be used as justification for priority assignment to Government housing.

#### *Family or Marital Problems*

Family problems must be resolved by the individuals concerned, and are insufficient justification for priority assignment to Government quarters.

#### *Inability to Adjust to Economy Living*

A decision to serve a specific tour (accompanied or unaccompanied) should be made with the knowledge

that the service member and/or family may have to reside in economy quarters. Furthermore, service members may be offered Government controlled quarters such as leased housing which is on the economy. Inability to adjust to economy living does not justify an exception to policy for priority assistance in obtaining Government quarters or to be assigned to a specific housing area. The fact that a family has only one vehicle does not merit an exception to policy.

#### *Military Necessity*

This is not grounds for an exception to policy. USAG Schinnen Key and Essential Personnel list identifies personnel deemed key and essential, and provides housing assignment guidance.

#### *Other Causes*

Any situation that is a self-imposed hardship, through poor judgment or misconduct, will not be acceptable as a basis for requesting preferential treatment for Government housing.

### 13-3 Processing Exceptions

Requests for exception to policy must be initiated by the service member. Requests initiated by anyone other than the service member will be returned without action. The following procedures apply to processing exceptions to housing policy:

The service member will prepare a memorandum, which explains the reason for the request for exception and must include any supporting documentation. The request must be endorsed by the unit commander. Requests that do not include these requirements will not be accepted.

#### *Medical Issues*

Medical reasons may be used as justification for exceptions to housing policy. The Chief Housing's endorsement should be based on medical recommendation.

Requests based on medical reasons must include a statement from a medical doctor that confirms that the requirement is valid, explains the impact on the patient if disapproved, and provides specific recommendations. All medical requests must be reviewed and endorsed by the hospital commander.



# Chapter 14

## *Deployment - Military Housing*

This Section stipulates policy and procedures regarding the occupancy of Government controlled Housing and private rental housing during deployment. It is intended to provide instruction and to advise sponsors and family members regarding their options and responsibilities during the sponsor's deployment.

### *14-1 General Information*

Family members may voluntarily retain their quarters after the sponsor deploys, and may remain in Government quarters until the sponsor returns from deployment.

Single/sole parents and military married couples (military married to military) who are both deploying may retain housing for their dependent family members during deployment. They will be required to appoint a legal guardian in writing to assume responsibility of the care and conduct of their minor children. In addition, the sponsor must request approval from the Garrison Commander for the legal guardian to reside in their quarters during his absence. Occupancy of the sponsor's quarters will be extended to the legal guardian only and does not include their friends, relatives, family members, or other persons associated with the guardian.

Military married couples without dependent children may retain Government family quarters, even if both are deployed.

Nondependent family members and guests may be allowed to reside in Government quarters during the sponsor's absence. In cases where the individual is another military member or is the dependent of a military sponsor, the habitation will be considered as a joint occupancy, and the military member or the sponsor of the family member will forfeit his BAQ during the occupancy of the quarters.

Sponsors must request approval in writing from the Garrison Commander for anyone other than their family members to reside in their quarters during his/her absence. Requests must include the name, address and phone numbers (work and home) of the individual.

Sponsors currently on waiting lists may elect to be bypassed on the list until they return from deployment or may have their spouses accept an offer of quarters,

and sign for the quarters and any required furniture, furnishings and equipment. A power of attorney is not required. The Housing Division must be notified that the spouse will be signing for quarters in the sponsor's absence, and must be provided appropriate telephone numbers to contact the spouse when quarters are available. The spouse's signature on behalf of the sponsor does not relieve the sponsor from the basic responsibility for the Government property.

Service members with concurrent family travel orders who are scheduled to deploy upon arrival in Europe, and who delay bringing their families to Europe until after the deployment, may apply for quarters upon arrival and will be placed on the waiting list as of the date departed last duty station.

Service members pending deployment with approved exceptions to housing policy to move from private rental housing (PRH) to Government housing for hardship or compassionate reasons will be placed on the appropriate waiting list as of the date of application for Government housing unless otherwise dictated for compelling reasons by the approving authority. Such moves will be at Government expense. Termination of PRH leases will be in accordance with lease contract agreements.

Sponsors, whose family members terminate quarters and return to the states at personal expense during the deployment, may re-apply for Government housing upon return from deployment if the sponsor will have a minimum of 12 months retainability in command. The sponsor will be placed on the waiting list as of the date of application. TLA is not authorized while waiting for quarters to become available. If family members return prior to the sponsor's signing for quarters, all expenses incurred while waiting for housing to be assigned will be borne by the sponsor.

Sponsors whose family members terminate quarters and return to the states at Government expense on Advance or Early Return of Dependents orders are eligible for occupancy of Government housing when they return from deployment if the sponsor has a minimum of 12 months retainability in command, and if command sponsorship is re-established. The eligibility date for placement on the waiting list will be the date com-

mand sponsorship is approved or re-established.

Non-command sponsored family members, members of the National Guard, Reserve, and their family members are not eligible for occupancy of Government owned or controlled family housing. Exceptions to house these family members cannot be granted. Family members must be command sponsored in order to reside in Government housing.

### *14-2 Government Quarters resident options*

During the sponsor's deployment, family members will have the following options:

#### *Remain in Assigned Government Quarters*

Spouses who remain in their assigned quarters assume responsibility for the quarters. This responsibility involves the care and upkeep of the quarters in accordance with housing regulations and local policy, to include grass cutting and other yard work, maintaining security of the quarters, reporting maintenance and repair requirements (i.e., broken, damaged or malfunctioning equipment, furnishings or fixtures), cleaning of stairwells, etc.

#### *Maintain Assignment to Government Quarters and Depart the Area (at Personal Expense)*

Retention of Government quarters is authorized only if the relocation is temporary and the family members plan to return to the quarters. Prior to departure, the spouse is responsible for:

- Identifying in writing (name, duty and work address and telephone numbers), a point of contact (POC) for the continued care and upkeep of their assigned quarters (including grass cutting and other yard work, stairwell responsibilities, security of quarters, and maintenance and repairs) to the Housing Division. The Housing Division will not replace lost keys or allow entry to quarters during the spouse's absence if a POC has not been identified in the individual's housing file.
- Providing the POC with keys to the quarters for emergency purposes and for periodic checks of the quarters to prevent damage due to non-occupancy (e.g., frozen water pipes).
- Making arrangements for the care of any pets by non-deploying personnel, personal friends, or the spouses of personal friends. Pets are not to be left in vacant quarters unattended for any period of time.

- Notifying the Housing Division of their departure plans (length of absence).
- Providing the Housing Division with a telephone number where they can be reached in case of emergency in their quarters.
- In the event a POC to maintain the quarters is not provided, and the spouse cannot be contacted, the Housing Division will coordinate with the unit commander to contact the deployed service member prior to initiating termination of abandoned quarters procedures.

#### *Terminate Assignment to Government Housing and Return to CONUS*

Quarters termination procedures will be in accordance with established housing regulations and local policy.

The spouse may terminate assignment to Government quarters in the absence of the sponsor without a

power of attorney. With permanent change of station (PCS) orders or Early Return of Dependent (ERD) orders, the move and quarters cleaning will be at Government expense. The spouse must coordinate with the Transportation Office to make arrangements for travel of family members and shipment of household goods (HHG). Without PCS or ERD orders, the move

will be at the sponsor's expense and the individual must clean quarters to regulatory standards.

The individual approved to reside in the sponsor's quarters, the POC responsible for the upkeep of the sponsor's quarters or anyone else must have a power of attorney to terminate assignment of Government quarters for a sponsor. The sponsor must request termination of assignment to Government Quarters in writing. The request must be forwarded to the Housing Division, and must include the name, address and duty, work and home telephone numbers of the individual or POC who will be clearing the quarters for the sponsor, and a copy of the power of attorney for that individual.



## *Stay With Friends or Relatives in Government Quarters*

It is permissible for spouses assigned Government quarters to temporarily reside with friends or relatives who are also assigned Government quarters during the deployment period; however, spouses who temporarily relocate must still maintain care and upkeep of their assigned quarters. The Housing Division should also be notified of the location of the spouse who temporarily moves to other quarters.

In the event family members abandon their assigned quarters (remove household goods and depart the area without clearing the quarters through the Housing Division), the deployed sponsor will be charged for the following:

- Cleaning of the quarters
- Changing the door locks
- Damages beyond fair wear
- Missing furniture, furnishings and equipment

The sponsor may also be held legally responsible for damages that occur in the quarters after abandonment.

### *14-3 Private Rental Housing options*

Sponsors and/or spouses who reside off-post in Private Rental Housing (PRH) will have the following options:

#### *Retain Their Private Rental Housing*

Sponsors will continue to be paid BAQ and OHA. It is the responsibility of the sponsor to make arrangements for payment of rent, utilities and phone bills prior to departure. Establishing direct payroll deposits for automatic bill paying is strongly recommended. Sponsors should also consider acquiring liability insurance and personal property insurance in the event damage occurs to their quarters or to Government and/or landlord furnishings and equipment due to negligence, breaking and entering, theft or vandalism.

A sponsor whose spouse plans to depart the area for an extended period of time must make arrangements for a responsible individual (e.g., POC) to continue the care and upkeep of their rental unit during their absence. The Housing Division and the landlord must be informed of the name, and the duty, work and home telephone numbers of the individual.

The sponsor or the spouse should provide the responsible individual with keys to their rental unit to oversee the security of their personal property, and to periodically check and air out the unit as a preventive

measure to ensure that no damage occurs. It is recommended that the responsible individual be provided a special power of attorney to handle any problems that may occur during their absence and with a telephone number where the spouse can be reached in case of emergency regarding their quarters.

## *Move Out of Private Rental Housing Prior to, or During, Deployment*

Termination of leases will be in accordance with lease contract agreements. A power of attorney is required for anyone other than the sponsor or spouse to terminate Private Leased Quarters.

Sponsors or spouses should notify their landlords in advance if they intend to move out of their PRH. Written notice must be given to the landlord as specified in the lease agreement. The Housing Office should be contacted for assistance in determining the provisions of lease contracts. Any costs associated with the termination of the lease agreement (cleaning, renovation/restoration fees) are at the service member's expense.

With PCS or ERD orders, the spouse may coordinate with the Transportation Office for travel or family members and shipment of HHG at Government expense.

Without PCS or ERD orders, the family member travel and shipment of HHG will be at the sponsor's expense.

Arrangements must be made with the Housing Office to have Government furniture, furnishings and appliances picked up prior to final inspection and return of the rental unit to the landlord.

### *14-4 Options for Married Military Couples*

Military married couples (military married to military) living in government quarters who are both being deployed have the following options:

#### *Retain Their Government Quarters*

If no children are involved, the ASG Commander may approve exceptions to policy to authorize storage of HHG at Government expense and retention of quarters for the duration of deployment. If children are involved, the requirements are:

Identifying in writing (name, duty and work address and telephone numbers), a point of contact (POC) for the continued care and upkeep of their assigned quarters (including grass cutting and other yard work, stairwell responsibilities, security of quarters, and maintenance and repairs) to the Housing Division.

The Housing Division will not replace lost keys or allow entry to quarters during the service members' absence if a POC has not been identified in the individual's housing file.

Providing the POC with keys to the quarters for emergency purposes and for periodic checks of the quarters to prevent damage due to non-occupancy (e.g., frozen water pipes).

Making arrangements for the care of pets by non-deploying personnel, personal friends, or spouses of personal friends. Pets are not to be left in vacant quarters for any period of time.

Notifying the Housing Division of their departure plans (length of absence).

Providing the Housing Division with a telephone number where they can be reached in case of emergency in their quarters.



### *Terminate Their Assignment in Government Quarters*

Household goods may be packed and stored at Government expense if approved by the ASG Commander. A written request must be submitted through normal channels to have personal property packed and stored at Government expense.

Since military married couples are not required to terminate their quarters assignment, if they do so it will be considered for personal reasons. If, upon their return from deployment, they want to re-apply for Government quarters, they will be placed on the waiting list as of the date of application. They must have at least six (6) months remaining on their tours after quarters are assigned in order to apply for quarters.

Those couples, who have children and decide to send them to the States through advance return of dependents at Government expense, must apply for command sponsorship for the children before re-applying for quarters. The date of application for placement on the waiting list will be the date command sponsorship was approved or re-established.

### *14-5 Married Military in Private Rentals*

#### *Retain Private Rental Housing*

Sponsors will continue to be paid BAQ and OHA. It is the responsibility of the sponsors to make arrangements for payment of rent, utilities and phone bills prior to departure. Establishing direct payroll deposits

for automatic bill paying is strongly recommended. Sponsors should also consider acquiring liability insurance and personal property insurance in the event damage occurs to their quarters or to Government and/or landlord furnishings and equipment due to negligence, breaking and entering, theft or vandalism.

Sponsors must make arrangements for a responsible individual (e.g., POC) to continue the care and upkeep of their rental unit during their absence. The Housing Division and the landlord must be informed of the name, and the duty, work and home telephone numbers of the individual.

Sponsors should provide the responsible individual with keys to their rental unit to oversee the security of their personal property, and to periodically check and air out the unit as a preventive measure to ensure that no damage occurs. It is recommended that the responsible individual be provided a special power of attorney to handle any problems that may occur during their absence and with a telephone number where the spouse can be reached in case of emergency regarding their quarters.

### *Terminate a Private Rental Housing Lease*

Termination of leases will be in accordance with lease contract agreements. A power of attorney is required for anyone other than the sponsor or their spouse to terminate PRH.

Sponsors should notify their landlords in advance if they intend to move out of their PRH. Written notice must be given to the landlord as specified in the lease agreement. The Housing Office should be contacted for assistance in determining the provisions of lease contracts. Any costs associated with the termination of the lease agreement (cleaning, renovation/restoration fees) are at the service member's expense.

Arrangements must be made with the Housing Office to have Government furniture, furnishings and appliances picked up prior to final inspection and return of the rental unit to the landlord.

### *14-6 Point of Contact*

The USAG Schinnen Housing Division is the point of contact (POC) for any housing related issue regarding occupancy of Government and Private Leased Quarters during deployment. Housing regulations and local policy governing quarters occupancy, assignment and termination of housing remain in effect.



# Chapter 15

## Deployment - Unaccompanied Personnel Housing

This section is intended to provide instructions and to advise unaccompanied personnel regarding their options and responsibilities during their deployment. As stated earlier, the USAG Schinnen Housing Division is the Point of Contact (POC) for any housing related issues regarding deployment.

### 15-1 Service members in UPH/OQ/SEQ/SQ

Service members may be required to vacate their quarters in the event the quarters are needed to house follow-on forces. Personal property will be packed and stored during deployment. Reimbursement of telephone and cable TV reconnection fees will be at Government expense. Separate instructions will be provided if this option is implemented.

If not required to Vacate Quarters:



- Service members residing in a one-person room may have their personal property inventoried by a unit supply NCO. Government furnishings and equipment will be inventoried and their rooms secured. Only unit supply NCO or other authorized personnel will have access to the service member's rooms for emergency purposes.

- Service members who share their quarters with a roommate may have their personal property inventoried by a unit supply NCO or other unit appointed authority and stored.

personal property inventoried by a unit supply NCO or other unit appointed authority and stored.

### 15-2 Private Leased Quarters Options

Unaccompanied personnel who reside off-post in Private Leased Quarters have the following options:

#### *Retain their private leased quarters*

Service members who desire to retain their Private

Leased Quarters:

- Will continue to be paid BAQ and OHA.
- Must notify their landlord of their extended absence.
- Are responsible for making arrangements for payment of rent, utility and phone bills prior to departure. Establishing direct payroll deposits for automatic bill paying is strongly recommended.
- Must make arrangements for a responsible individual to act as point of contact (POC) to continue the care and upkeep of their rental unit during their absence. The POC should be provided keys to the rental unit to oversee the security of the service member's personal property, and to periodically check the unit to ensure no damage occurs, and a special power of attorney to act in the service member's behalf in case of fire, floods, or other related problems resulting in damage to personal, Government and landlord furnishings and equipment.
- Must inform the Housing Division and the landlord of the name, and duty, work and home telephone numbers of the POC.
- Should consider whether it is more cost effective to continue non-essential utilities (telephone and cable TV) or to temporarily discontinue those services. Disconnecting and reinstallation fees are the responsibility of the service member.
- Should consider acquiring liability insurance and personal property insurance in the event damage occurs to their quarters or to Government or landlord property due to negligence, breaking and entering, theft or vandalism.
- Make arrangements for the care of any pets by non-deploying personnel, personal friends, or the spouses of personal friends. Pets are not to be left in vacant quarters unattended for any period of time.
- Must ensure that their POV is secured either at his Private Leased Quarters unit or in a Government approved designated area.

#### *Move Out of Private Leased Quarters*

##### *Prior to or During Deployment*

Service members must coordinate with their unit commanders to certify their deployment status and with USAG Schinnen Housing and Transportation Division before initiating termination actions. Termination

of leases will be in accordance with lease contract agreements. A power of attorney is required for anyone other than the service member to terminate Private Leased quarters.

Service members should notify their landlords in advance if they intend to move out of their Private Leased Quarters. Written notice must be given to the landlord as specified in the lease agreement and lease requirements for cleaning, damages and renovation fees must be fulfilled. The Housing Office should be contacted for assistance in determining the provisions of lease contracts. Any costs associated with the termination of the lease agreement are at the service member's expense.

Movement and storage of household goods (HHG) during deployment will be at Government expense. Service members must coordinate pickup of their HHG with the USAG Schinnen Transportation Office. The service member's subsequent move into new quarters upon return from deployment will also be at Government expense.

Arrangements must be made with the Housing Office to have Government furniture, furnishings and appliances picked up prior to final inspection and return of the rental unit to the landlord.

In addition, unaccompanied personnel residing in PRH must provide unit personnel with the following information:

- Written instructions and a strip map detailing how to drive from his duty location to his quarters.
- The name, phone number and address of his landlord.
- The location of his POV. This information will be kept on file for reference purposes in case of personnel turnover.
- If Government quarters are not available upon return from deployment, the service member is authorized incoming TLA to re-establish private rental housing.



### *15-3 Transient Housing Facilities*

In the event transient housing facilities are needed to house deployment personnel, non-deployment TDY soldiers occupying transient quarters will be displaced and issued Certificates of Non-Availability authorizing them to seek other accommodations.

## *Chapter 16*

# *Banking and Indebtedness*

### *16-1 Responsibility*

The responsibilities of taking care of a house/apartment are a serious matter and involve payment of large sums of money. **Your money!** A serious approach to responsible money management is needed to ensure that your interests and the interests of the U.S. Government are adequately protected. This logically begins with opening a bank account for proof of payment purposes, and for the convenience of paying such local currency obligations as rent, utilities and telephone. In fact, the many conveniences you enjoyed at your stateside bank are every bit as convenient in the Netherlands. Unlike in the U.S., however, banking officials prefer an appointment to conduct any kind of banking business.

Telephone numbers for banks can be obtained at the Housing Office and, of course, are listed in the local telephone directory.



### *16-2 Financial Problems*

It is the responsibility of the service member to pay his/her bills. Occasionally, personnel transferring to another duty station "skip out" on bills owed for utilities, telephone, rent and/or other claims.

In order to preserve the good name of the organization and U.S. Forces, the USAG Schinnen requires the Housing Office to pursue those that have not fulfilled their financial obligations until such time that outstanding debts have been paid in full. If the Housing Office is unsuccessful, the chain of command, and eventually, the legal office will become involved.

If you are unable to make payments on rent, utilities or to meet other housing obligations, please do not hesitate to request the assistance of the Housing Referral Officer. The HRO can assist you in solving your problem(s). **Do not** let your financial problems accumulate. Identify any problem at an early stage.

# Table 1

## *Adequacy Standards For Housing*

Housing that meets the following criteria is considered to be adequate and suitable:

- ◆ The unit is required to be located within a one hour commuting distance by POV during rush hours, and no further than 30 miles (50 km) from the installation.
- ◆ The rental agreement is required to contain a military clause for termination of lease in case of transfer, or assignment to Government controlled housing.
- ◆ The unit must have a private entrance, bath and kitchen for the sole use of a single family.
- ◆ The unit is required to be arranged so that kitchen, bathroom, and living room can be entered without passing through another bedroom.
- ◆ The unit must have a number of bedrooms that meet the criteria.
- ◆ The unit is required to have the following minimum net floor area.

No. of bedroom(s)	<u>No. of 04 and Above</u>		<u>Junior Officers</u>		<u>Enlisted</u>	
	sq.ft.	sq.mtr.	sq.ft.	sq.mtr.	sq.ft.	sq.mtr.
1	-	-	700	65.00	550	51.00
2	950	88.25	865	80.35	750	69.67
3	1120	104.00	1035	96.14	960	89.17
4	1225	113.80	1185	110.00	1080	100.33

- ◆ The unit must have at least one bathroom consisting of sink, lavatory and tub or shower.
- ◆ The unit is required to have quality sanitary facilities and sewage disposal.
- ◆ The unit must contain an apparatus producing sufficient quantity of hot water for installed plumbing fixtures and appliances.
- ◆ The kitchen must have a sink with running water and enough space for a range, refrigerator and space for preparation of food.
- ◆ The unit must have a continuous supply of potable water.
- ◆ There must be electrical service for lighting and normal electrical equipment.
- ◆ A washer and dryer connection or accessibility to a laundry facility must be available.
- ◆ The unit must have a permanent heating system that provides healthful and comfortable living conditions. Portable heating systems are not acceptable.
- ◆ There must be suitable roadways, walks and steps for convenient access to the living unit.
- ◆ The unit is required to be structurally sound without any type of potential hazard to occupants.
- ◆ The unit must be in a good state of repair, interior and exterior, providing adequate shelter from the elements.
- ◆ The unit is required to be located in a residential area which is acceptable from a health, sanitation and safety standpoint.
- ◆ There must be parking space available either on premises or adjacent property, or reasonably available on-street parking.
- ◆ The average total cost (including rent, utilities and other operating costs, except for telephone and cable-TV charges) must **not** exceed the total housing allowances (BAQ, OHA, MIHA) plus out of pocket money. The maximum out of pocket money allowable amounts can be obtained at your finance office or at the HRO.

# Table 2

## Minimum Cleaning Standards

Item	Responsible for cleaning	
	Resident	Contractor
<b>Floors, rugs and installed carpet</b> Sweep or vacuum. Remove stains, wax, and dirt sediments. Damp mop floors. Wax tile and wood floors evenly without streaks. Clean area rugs and installed carpeting to remove dirt and spots.	x  x   	 x x x x
<b>Walls and ceilings</b> Remove all dirt, cobwebs, crayon marks, pencil marks, food, and so forth from walls. Remove all nails and hooks. Remove all dirt, smudges, and other spots.	x x x	 x x
<b>Windows</b> Clean inside and outside surfaces, all windows and window frames so that they are free of spots, streaks, or film. Clean window sills, curtain rods, and blinds. Remove screens, brush and wash to remove lint and dust, and reinstall.	 x x	 x x x
<b>Doors</b> Remove all dirt and stains on both sides. Clean interior and exterior doors and frames so that they are free of dust and stains on both sides.	x x	 x
<b>Lighting fixtures</b> Ensure all fixtures have operating light bulbs. Clean all components, including incandescent bulbs, to ensure that there are no insects, dirt, lint, film, and streaks. Remove, clean, and replace globes and lamp shades.	x x x	 x x
<b>Cabinets, closets, drawers, and shades</b> Remove all shelf paper, tape, staples, and tacks. Remove all food particles, trash, and personal items. Wash all surfaces so that they are free of dirt and stains.	x x	  x
<b>Mirrors</b> — Clean to shine with no streaks.		x
<b>Radiators, pipes, and heating vents</b> Wash radiators, pipes, and vent registers. Remove dirt, sediments, and stains.		 x x
<b>Refrigerator and freezer</b> Defrost and wipe doors. Remove all food particles. Unplug and leave door open. Clean thoroughly on the inside and outside to include doors, door gaskets, sides, top, and area around coils. Clean and replace drain pan. Clean surface beneath, above, and behind appliance. Move appliance away from wall for cleaning and move back after cleaning.	x x x x x x x	  x x  x x x
<b>Range</b> Remove all burned/crusted-on food from accessible surfaces. Wipe down range. Clean all areas inside and outside to remove grease, dust, rust, food, tarnish, and cleaning streaks. Move range for cleaning areas under, above, behind, and on either side.	x x x	 x x x
<b>Ventilation, air vents, and range hoods</b> Wipe down range hood. Wipe down air vent grills and replace filters as necessary. Remove completely grease, stains, and dirt sediments inside and outside. Clean or replace permanent filters.	x x x	 x x x x



	Resident	Contractor
<b>Dishwasher</b> Wipe down interior and exterior surfaces. Clean interior and exterior surfaces, door gasket, baskets, and soap dispenser. Remove mineral deposits in bottom of machine and on door.	X X X	X X X
<b>Kitchen, bathroom, and toilet</b> Remove stains, lime and mineral deposits, and excessive soap residue from all equipment. Clean all equipment to include bathtubs, washbasins, toilet bowls, showers, mirrors and mirror shelves, towel rails, medicine cabinets, kitchen sinks, and related hardware. Clean wall and floor tile. Polish all equipment, fixtures, and wall tiles to a streak-free shine.	X X X X	X X X X
<b>Trash cans</b> Empty and remove any crusted-on garbage. Empty and clean.	X X	X
<b>Upholstered furniture</b> Wipe down and remove stains. Clean to remove lint, dust, and dirt. Remove spots and stains to the maximum extent possible.	X X	X X
<b>Wooden furniture</b> Wipe down and remove stains. Clean to remove dust, dirt, food particles, and streaks. Lightly wax outside surfaces and polish to a shine. Clean doors and drawers to be free of dust, dirt, or other foreign matter. Remove drawers completely so that frames and rollers can be cleaned of dust and other particles.	X X X X	X X X X
<b>Bedsprings, box springs, and mattresses</b> Wipe down and remove stains. Clean to remove dirt, dust, and other loose matter.	X	X
<b>Outside area</b> Sweep and clear all debris, carports, patios, balconies, and walks. Remove oil or grease from paved areas. Accomplish normal yard maintenance.	X X X	
<b>Self-help</b> Accomplish all self-help items per local requirements.	X	
<b>Miscellaneous</b> - Remove all personal items before final inspection.	X	



## Appendix A

### Household Hazardous Waste

Hazardous waste is any chemical identified as flammable, corrosive, reactive, toxic or carcinogenic at the time it is ready for disposal.

#### *Examples of Hazardous Wastes*

##### *In the House*

Oven cleaners, floor cleaners, window cleaners, photo chemicals, arts and crafts supplies, dry cleaning fluids, metal or furnish polish, rust or wood preservatives, wood stains, oil and lead base paints, paint thinner, medicine, spray cans, glue-sticks and batteries.

##### *In the Garage*

Gasoline, used motor-oil, anti freeze, brake and

transmission fluids, engine cleaners, ether sprays, engine and radiator flushes and batteries.

#### *Garden/Yard Items*

Pesticides, herbicides, insect sprays, rodent killers and swimming pool chemicals.

#### *Warnings*

Never mix two or more chemicals! This can create chemical reactions that may cause serious injury.

Keep hazardous waste out of the reach of children.

Keep chemicals in their original containers.

The Hazardous Waste Storage Facility is in Building 33, turn-in is each Wednesday 1300- 1400 hours.

## Appendix B

### *Alterations to Quarters and/or Quarters Areas*

Occupants are not permitted to make any physical or structural changes to quarters, grounds or landscape without prior written approval from the Housing Division. This includes installation of TV antennas, satellite receiver dishes and Air Condition Units. Once authorized, work must be done by an official dealer and at no expense to the Government, and must be removed prior to terminating quarters.

Alterations may remain to benefit new occupants only:

- If written approval is granted by the Family Housing Manager.
- If the new occupant assumes responsibility for the alternation(s) and the requirement to return the property to the original condition.

#### *Non-Standard Alterations*

Any unauthorized, improperly maintained, or non-standard alterations, equipment or structure identified by the Housing Division must be removed or suitably upgraded by the occupant. If this is not accomplished within 10 days of notification, it will be removed by the Government at the occupant's expense.

#### *Fences*

Request for permission to put up a fence will be submitted to the Housing Division using the standard format available at the Assignment and Termination Section, and will include a description and diagram of the proposed fence.

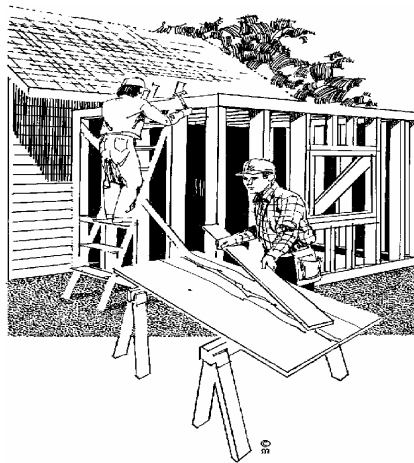
The fence will not be erected until approval is granted.

Detailed specifications, including materials authorized for both chain link and wire fences, can be obtained from the Housing Division.



#### *Antennas/Satellite Dish*

Requests for permission to install an antenna or satellite dish will be submitted to the Housing Division, using standard format for alterations available at the Assignment and Termination Section. Any antenna installation must be inspected by the Electric Shop, O&M Division, DPW. For private leased quarters contact the Housing Referral Office.



#### *Ceiling Fans, Light Fixtures and Electrical Outlets*

Requests for permission to install electrical fixtures/outlets will be submitted in writing to the Housing Division using the standard form available at the Assignment and Termination Section.

Work must be accomplished by a licensed electrician. The finished installation must be approved by an inspector from the DPW electric shop.

Quarters must be returned to original condition (original fixtures re-installed) by a licensed electrician prior to termination of the quarters.

Installed fixtures must not exceed the electrical rating of the circuit.

Alterations, such as cutting holes in the wall or ceiling to facilitate such installations, are not authorized.

#### *Water Beds*

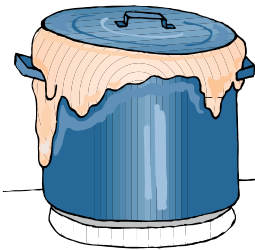
For structural and safety reasons, water beds are generally prohibited in Government quarters. Individual written request for exceptions may be approved by the Chief Housing for placement of a water bed on a floor with a concrete slab base. Damage caused by leakage or by the weight of a water bed can be severe. Occupants will be held liable for any damage to Government Quarters caused by a water bed.

# Appendix C

## Cooking, Water & Laundry, and Ironing

### Cooking

- If you have a gas stove, make sure the pilot light is burning efficiently with a blue flame.
- Never boil water in an open pan. Use a lid.
- Keep range-top burners and reflectors clean.
- Match the size of the pan to the heating element.
- If you cook with electricity, get in the habit of turning off the burners several minutes before the allotted cooking time is over.
- When using the oven, make the most of the heat from that single source.
- In the summer, use the range exhaust vent to remove cooking heat/humidity.
- Thaw frozen foods prior to cooking. Put in the refrigerator one day before using.

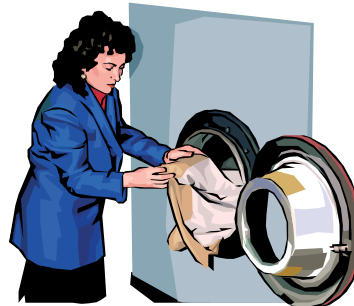


- For timed cooking, watch the clock or use a timer.
- Use small electric pans or ovens for small meals.
- Use pressure cookers and microwave ovens if you have them.
- When cooking with a gas range-top burner, use moderate flame settings to conserve gas.

- When you have a choice, use the range-top rather than the oven.
- Don't preheat your oven.
- When using the oven, turn it off several minutes before the cooking time is over.

### Water and Laundry

- Use the recommended amount of detergent.
- Wait until you have a full load to wash.
- After use, turn off hot and cold water faucets.
- Wash clothes in cold water whenever possible.
- Soak heavily solid clothes in detergent before



washing to shorten the wash time.

- Run dryer only long enough to dry the clothes.
- Clean dryer's lint screen after each load.
- Dry your clothes in consecutive loads.
- Keep the outside exhaust of your clothes dryer clean.

### Ironing

- Turn off iron when there are interruptions.
- Remove clothes that will need ironing from the dryer while they are still damp.
- Save energy needed for ironing by hanging clothes in the bathroom while you are bathing or showering.



# Appendix D

## Fire Prevention & Precautions

### Fire Prevention

Monitor cooking operations closely with adult supervision. **DO NOT** leave cooking unattended.

Store flammable liquids away from all sources of ignition and in well ventilated areas.

Keep matches, lighters and other incendiary material where children cannot reach or see them, and instruct family members on the hazards of smoking materials.

Properly dispose of all smoking materials.

Keep curtains, dish towels, paper and other flammable items away from kitchen stoves.

Keep exhaust hood and ductwork free of grease.

Avoid overloading of electrical circuits with too many appliances.

Instruct family members on alternate methods of extinguishing kitchen grease fires by using a suitable lid or cover.

Use a spark screen in front of fireplaces.

Keep oily polishing rags and waxing materials in an approved metal container.

Keep combustible materials away from the furnace, water heater and other sources of ignition.

Clean clothes dryer lint trap after each load, and clean vent regularly.

Enforce "NO SMOKING IN BED" rule.

Instruct baby sitters of fire prevention and emergency notification procedures.

Instruct family members on what to do in case clothing catches fire.

Devise emergency escape plan for occupants to be familiar with.

Never leave clothes dryer (or washer) running when you leave home.

Properly connect exhaust line from dryer to duct.

Store dirty clothing in hampers. Do not place them near a source of heat.

Attics and crawl spaces should not be used for storage.

Store gasoline and other volatile flammable liquids outside the home in approved (UL, FM) containers.

Limit the use of extension cords, placing them where they will not be subject to foot traffic, heavy objects, doorways, etc.

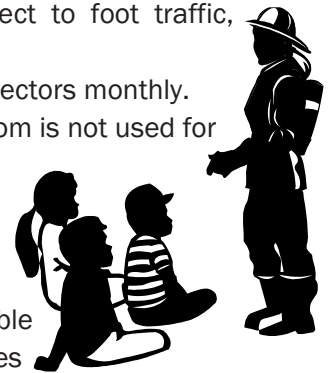
Check heat and smoke detectors monthly.

Ensure that the furnace room is not used for any type of storage.

Instruct family members in the proper fire reporting procedures.

Use sturdy non-combustible candle holders. Place candles clear of combustible materials and out of the reach of children. Avoid drafts that could cause a candle flame to reach draperies, curtains, and decorations. Do not place candles in places where a child playing might cause a candle to tip over. Always put candles out when leaving the house or retiring for the night.

Apply common sense if you choose to burn candles in your home.



### Natural Gas Safety Precautions

When a gas leak is suspected and the source cannot be located, but the odor persists, use the following precautions:

- ↳ Use a neighbor's phone, not yours, to notify the gas company (Essent 0800-0004).
- ↳ Open all doors and windows for ventilation.
- ↳ Do not turn on or off any electrical appliance or fixture, including lights.
- ↳ Evacuate all occupants.
- ↳ Do not re-enter the quarters until expert personnel declare it safe to do so.



# Appendix E

## Energy Management - Tips for Saving Energy

Occupants are responsible for practicing energy conservation, avoiding waste and abiding by energy conservation methods, policies and procedures issued by the Housing Division and/or the DPW Energy Officer. Housing occupants can conserve energy and reduce consumption without sacrificing comfort. *Use utilities as if you were paying the bill.*

### Electricity - Lighting

Turn off lights in unoccupied areas such as basements, garages, and outdoor areas in daylight.

Use energy saving lamps for general room lighting.

Limit the use of high wattage bulbs; *never* exceed the light fixture capacity.

Turn off TV's, stereos, radios, appliances and transformers when not in use.

Keep all lights and fixtures clean. Lighting efficiency is reduced drastically by unclean fixtures and lamps. Make sure lights are off before cleaning.

Make maximum use of daylight.

If your quarters have a double Electric Meter, you can maximize your energy savings by operating the washer and dryer only on weekends, Friday 2100 to 0700 Monday, on any Dutch National Holiday, and between 2100 and 0700 daily.

### Heating - Winter

Heating accounts for approximately 60% of the community utility bill. Lowering the thermostat when you retire for the night or when you leave the house for extended time will conserve natural gas consumption and lower the cost of the utility bill.

Set thermostat at 16 C (61 F) at night; no higher than 20 C (68 F) during the day. Turn thermostat to 13 C (55 F) when you are away for extended periods. Setting the thermostat 1 C (2-3 F) lower will decrease heating consumption by at least 5 percent.

Make sure the water pressure of the central heating system is between 1 and 2.

Open curtains during the day to allow sunrays to help warm rooms and provide light. Close curtains and window shades at night to minimize draft. Close radiators in unused rooms and close heater ducts.

Air supply registers and recirculating grilles should not be covered, even partially, or circulation of air will be retarded and heating efficiently decreased. Keep register and grille faces clean and dust/lint free. Vacuum cleaners are helpful in doing this job.

Place furniture where it does not obstruct radiators.

Keep garage doors closed. A closed garage will be 5

C (8 F) warmer than the outside air.

In cooler indoor temperatures, dress warm.

Never open a window in the room where the thermostat is located, unless the thermostat is lowered. Otherwise, fuel will be wasted by overheating the rest of the house. If bedroom windows are left open at night, close bedroom doors and be sure they fit tightly, so that the rest of the house will stay warm.

Immediately report broken windowpanes.

Report a missing filter immediately.

### Cooling - Summer

Use mechanical ventilation (fans) rather than air conditioning when outside air temperature is cooler than inside.

While air conditioning is running, keep doors and window closed to minimize the cooling load.

Use shades and drapes to keep out direct sunlight. The sun can heat up a room faster than air conditioner can cool it.

Clean or replace air conditioner filters at least once a month. Accumulated dust inside the unit causes it to run longer and cool slower. Use a fan with your air conditioner to quickly facilitate the circulation of cool air.

When options exist, situate the air conditioner on the north side of the building, out of the sun. It will run smoother and cool quicker.

### Appliances

Many times, a more energy efficient appliance will initially cost a few dollars more, but this may be more than offset later by reduced operating cost.

Don't buy an appliance that doesn't fit your needs. Plan for the future. A wise buying decision now may save you additional expense later on.

Turn off appliances when not in use.

Check Energy Efficient Rating (EER) when buying an appliance. The higher the EER, the more efficient. Anything rated at 8.0, or higher, is excellent.

### Refrigerators

Leave space between food items in the refrigerator, so air can circulate.

Defrost refrigerator frequently. Frost should never build up more than a quarter of an inch thick.

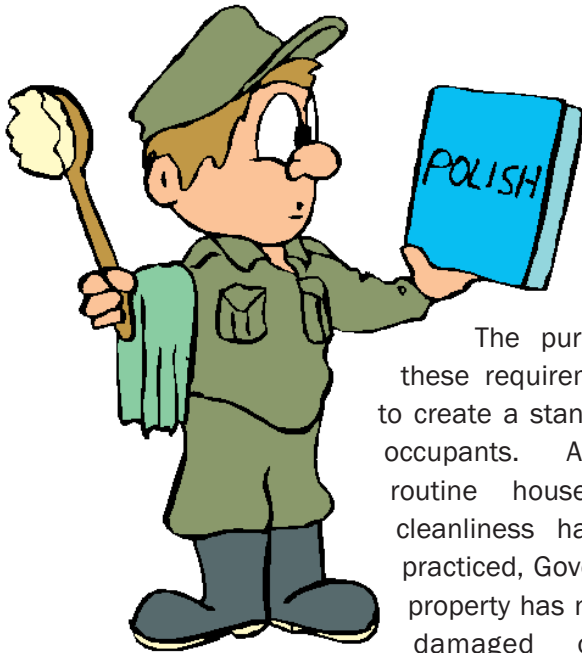
Clean dust off the refrigerator back, especially coils.

Check air tightness by putting a dollar bill between gasket and door. Bill should not come out easily.

Never place refrigerator close to a radiator or next to a stove/furnace.

# Appendix F

## Cleaning Quarters Upon Termination



The purpose of these requirements is to create a standard for occupants. Assuming routine housekeeping cleanliness has been practiced, Government property has not been damaged or de-

stroyed, and instructions contained on the following pages have been followed, occupants should have no problem clearing quarters. Also see Table 2.

*Floors, Rugs, Installed:* Sweep or vacuum.

*Walls and Ceilings:* Remove all dirt, cobwebs, crayon marks, pencil marks, and food, from walls. Remove all nails and hooks.

*Doors:* Remove all dirt and stains on both sides.

*Light Fixtures:* Ensure all fixtures have operating light fixtures.

*Cabinets, Closets, Drawers, and Shelves:* Remove all shelf paper, tape, staples, and tacks. Remove all food particles, trash, and personal items.

*Ventilation, Air Vents, and Range Hoods:* Wipe down range hood. Wipe down air vent grills and replace filters as necessary.

*Kitchen, Bathroom, and Toilet:* Remove stains, lime and mineral deposits, and excessive soap residue from all equipment.

*Trash Cans:* Empty and remove crusted-on garbage.

*Upholstered Furniture:* Wipe down and remove stains.

*Wooden Furniture:* Wipe down and remove stains.

*Bedsprings, Boxsprings, and Mattresses:* Wipe down and remove stains.

*Outside Areas:* Sweep and clear all debris, carports, patios, balconies, and walks. Remove oil or grease from paved areas. Accomplish normal yard maintenance.

*Miscellaneous:* Remove all personal items before final inspection.

### Cleaning standards for appliance program

Prior to a scheduled pick-up, you must ensure that household appliances are clean and can be re-issued without undergoing expensive cleaning by contractor personnel.

At minimum, these functions will be performed:

#### Refrigerators

Unplug refrigerator from electrical source.

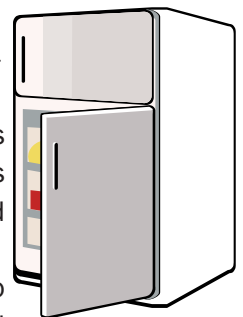
Completely defrost, including freezer. **Do not** use any sharp instruments to remove frost.

Remove all dried food particles and accumulated spillage stains from metal and plastic shelves and storage compartments.

If necessary, use a small brush to remove dried food particles and stains from the guides that door shelving fits into.

Remove crisper containers and thoroughly clean the bottom of the refrigerator. All crisper containers will be washed in warm soapy water and should be thoroughly and clean and dry.

Wash all interior surfaces with a mild detergent or warm soapy water. Rinse with a warm water solution of baking soda and thoroughly dry all surfaces.



Thoroughly clean rubber gasket around perimeter of door, ensuring grime and mildew are completely removed.

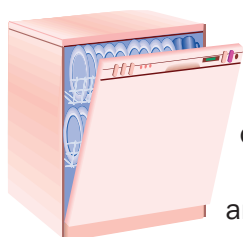
Wash exterior of refrigerator and, using a vacuum cleaner, remove dust from the coils on the backside of the refrigerator.

When applicable, remove condensation drip pan, located in cabinet below the refrigerator compartment, and wash with warm soapy water. Thoroughly dry and replace drip pan.

Leave door(s) open when refrigerator is unplugged.

### *Dishwashers*

Unplug from electric source.



Thoroughly clean drain area of all accumulated food particles. Strainer(s) should be removed and cleaned.

Clean door seal and surrounding area.

Remove any encrusted or accumulated detergent from the detergent dispenser area and wipe clean.

Completely wash the outside of the dishwasher with a mild detergent and dry thoroughly.

### *Ranges/Oven/Electric and Gas*

Turn off circuit breaker for stove and oven. If you have a gas range, assure gas valves are closed.

Using a commercial oven cleaning product (Easy Off, etc.), remove and thoroughly clean all shelving units.

Completely clean interior of oven cooking chamber, including glass viewing door.

Using a mild grease cutting detergent, completely clean the top burner area. Be sure to remove all hardened, accumulated grease, stains and food particles from the area.



If stove is equipped with electric burner coils, carefully lift and remove coils. Remove drip pans and thoroughly clean accumulated grease and other foreign matter with warm water, a scouring pad, and a cleanser. Dry thoroughly and replace drip pans and burner coils into their original positions. **Do not immerse or submerge burner coils in liquid of any kind!**

Remove small burner tops from all gas burners, properly clean them, including burner area, and replace.

Lift the large top cover of the range which protects the burners. Clean the area beneath this cover using hot soapy water. Dry entire surface and replace cover.

Completely wash the exterior of the range/oven with warm water and a mild detergent and dry thoroughly.

### *Washers*

Unplug washer from electrical source.

Using a mild detergent or warm soapy water, thoroughly clean the exterior and interior surfaces. Also clean the rubber gasket inside the washer door. Dry the gasket completely making sure the interior surface contains no water residue.

Remove any encrusted or accumulated detergent from the detergent dispenser area and wipe clean.

Remove accumulated lint and debris from filter or strainer.

Completely wash the outside of the washer with a mild detergent and dry thoroughly.

Using a glass cleaner, wash the exterior and interior of the viewing window and dry thoroughly.

### *Dryers*

Unplug dryer from electrical source.

Remove dryer lint screen, clean thoroughly and replace.

Using a mild detergent or warm soapy water, wash the exterior of the dryer and dry thoroughly.

Using a commercial glass cleaner, wash the interior and exterior of the viewing window to remove all residue of lint and fabric. Dry thoroughly.



### *General Information*

Do not remove or dispose of appliance parts and/or accessories in order to avoid cleaning.

Be sure to allow enough time to thoroughly clean and sanitize appliances. Often, several hours or an overnight wait will be required for the defrosting of the refrigerator and the cleaning of the oven compartment. *Prepare accordingly!*

# Appendix G

## *Liability for Damage to Assigned Quarters*

You may be held liable when your Government Quarters, appliances, or furnishings are lost, damaged, or destroyed as a result of your negligence or abuse. Abuse means either willful misconduct or the deliberate, unauthorized use of quarters, i.e., conducting an unauthorized business in the housing unit. You are negligent if:

1. You act carelessly.
2. If you are aware that your family members, or those you allow on the premises, are likely to act carelessly and do not take proper steps to prevent or minimize such conduct.

### *Limits on Liability*

The Army has limited your liability to an amount equal to one month's basic pay, unless the damage or loss is caused by gross negligence or willful misconduct. If gross negligence or willful misconduct is clearly shown, you are liable for the full amount of the damage or loss. Such liability could amount to thousands of dollars. You are grossly negligent if you:

- Act in a reckless or wanton manner.
- Are aware that your family members or persons you allow on the premises are likely to act recklessly.
- Do not take proper steps to prevent or minimize such conduct. In other words, if you know that damage is likely to result from willful misconduct or reckless behavior of family members or guests, and despite such knowledge.
- Fail to prevent or limit the damage, you are grossly negligent and will be charged for the full amount of the loss.

### *Damage Liability*

You are not liable for damages as a result of fair wear and tear. You are, however responsible for damages caused by pets belonging to you or your guests.



### *Reports of Survey*

Special rules for quarters-related Reports of Survey permit commanders to waive claims for damages or loss when such claims are found to be in the best interest of the U. S. Government. This new waiver authority is similar to forgiveness of the debt. If a waiver is requested but denied, you can appeal the matter through Report of Survey channels. If unsuccessful, you can seek redress through the Army Board for Correction of Military Records.

### *Liability Insurance*

Although the Army does not require it, you may want liability insurance for your own protection and peace of mind.

Policies offered by insurance companies may include some or all of the following:

1. Fire and related damage.
2. Volcanic, windstorms, earthquakes, and other acts of nature and related damage.
3. Theft of personal property from the premises or from within your vehicle.
4. Damage to the property of others.
5. Personal liability coverage.
6. Cost of defending covered lawsuits (whether you are liable or not).

Some Insurance companies offer discounts for non-smoking homes, fire extinguishers and smoke detectors located on the premises.

Additional riders can be attached to include sewage back-up, pet damage, firearms, jewelry or specialty equipment.



# Appendix H

## Senior Occupant Program

It is generally recognized that providing accompanied or unaccompanied housing, drives installation quality of life (QOL). Thus, it is important that strong partnership among housing residents, the Deputy of the Garrison Commander (DGC), the Command Sergeant Major (CSM), Senior Occupants and the Director of Public Works (DPW) exists within the Chain of Concern. This Chain of Concern must function in concert to foster the sense of community necessary to achieving family wellness. This unique chain however, does not ignore or replace the normal chain of command. It rather augments and reinforces it.

This guidance focuses on the duties and responsibilities of Senior Occupants (SO) of all the Government leased housing areas assigned to USAG Schinnen, as well as the role of the DPW in support of the SO program. SO's also ensure high standards of order and discipline among family housing occupants, and encourage proper care, maintenance and security of Government property throughout all family housing areas.

### *Senior Occupants Responsibilities*

Assist the Commander in enforcing the rules and instructions of the family housing manual.

Resolve minor disputes among occupants. When unable to settle disputes, the Chief of Housing or DPW NCOIC should be contacted.

Ensure dwelling occupants maintain proper standards of cleanliness and perform grounds maintenance services for individual yards. This includes grass trimming, upkeep of flowers and/or bushes and removal of weeds, leaves and snow.

Ensure that occupants park their vehicles within designated areas. Parking spaces are assigned on a basis of one space per family.

Ensure that occupants comply with current regulations and directives, and are aware of all notices affecting housing that may be published in the Heraut and other media.

Display the Yellow Tab as the first tab in the quarter name holder to readily identify the Senior Occupant's quarters.

Support the Community Life Program by personal

attendance at all town meetings called by the Commander.

Designate an alternate SO to act in the absence of the officially appointed SO.

Issue written notices to occupants found not to be complying with established policies and/or standards. After two written warnings have been issued and occupant fails to comply with requirements, report the situation to the Housing Manager or DPW NCOIC.

Assist Family Housing with distribution of information and supplies.

### *DPW Responsibilities*

Formulates administrative housing policies, rules and instructions for occupants of Government housing areas.

Issues written warnings to occupants who fail to comply with provisions of this manual.

Refers repeat offenders to the USAG Schinnen CSM who will coordinate with the chain of command for corrective action. Assists the chain of command when a recommendation for termination of occupancy is submitted to the Commander.

Publishes Memorandums of Instruction (MOIs) and provides engineering support for Spring and Fall clean-ups.

Performs general maintenance services for all areas not contracted for.

Appoints by Memorandum all SO's and publishes a monthly listing of same.

### *Procedures*

Complaints, disputes and problems pertaining to good order and discipline, state of police, parking and occupant compliance with DPW Family Housing directives, policies and regulations will be handled exclusively through the SO. Members of this chain will deal directly with the service member's chain of command when enforcing standards.

Matters dealing with community wide Quality of Life (QOL), community health and welfare, public safety and installation operations will be referred to the DPW NCOIC for resolution by the Garrison CSM.

# *Appendix I*

## *Violation of Standards Notice*

### Violation of Standards Notice in Government Quarters

The following violations of standard were noted at quarters \_\_\_\_\_

at \_\_\_\_\_ (time) on \_\_\_\_\_ (date).

\_\_\_\_\_ Trash in front/back yard \_\_\_\_\_

\_\_\_\_\_ Grass cutting \_\_\_\_\_

\_\_\_\_\_ Snow/Ice removal \_\_\_\_\_

\_\_\_\_\_ Outside lighting on during daylight hours \_\_\_\_\_

\_\_\_\_\_ Outside water running \_\_\_\_\_

\_\_\_\_\_ Excessive lawn watering \_\_\_\_\_

\_\_\_\_\_ Unauthorized construction \_\_\_\_\_

\_\_\_\_\_ Safety/Fire hazard \_\_\_\_\_

\_\_\_\_\_ Parking on grass \_\_\_\_\_

\_\_\_\_\_ Unauthorized recreation vehicle parking \_\_\_\_\_

\_\_\_\_\_ Other \_\_\_\_\_

You are directed to correct these deficiencies no later than

Report initiated by:

Name: \_\_\_\_\_

Date: \_\_\_\_\_

Position: \_\_\_\_\_

Telephone: \_\_\_\_\_

CF:  
Senior Occupant  
Sponsor Unit

# Appendix I

## Sample Utility Bills

Refer to the following pages for samples of ESSENT, Water, and year-end bills.

### Advance Bill - Electric/Gas

**-essent**

**Energie Limburg bv**  
**Voorschotnota**

Postbus 1107, 6040 KC Roermond  
tel. 0800-0004  
Postbank  
ABN-AMRO

254th BASE SUPP  
RINKENS  
Postbus 1107  
6040 KC Roermond

klantnummer: 10925  
verzenddatum: 14.05.2002  
contractgroep: 90050787  
boekmaand: 05.2002

**samenstelling** Betreft: Schinnen Achter de Kerk 4

			bedrag excl. btw	BTW % bedragen	totaal bedragen
Elektriciteit	Mei	2002	109,36		109,36
Gas	Mei	2002	181,52		181,52
Nota behoort tot een verzamelnota					totaal 290,88

### Closure Bill - Electric/Gas

**-essent**

**Energie Limburg bv**  
**Afreken-/voorschotnota**

Postbus 1107, 6040 KC Roermond  
tel. 0800-0004  
Postbank  
ABN-AMRO


254th BASE SUPP  
RINKENS  
Postbus 1107  
6040 KC Roermond


klantnummer: 10925  
verzenddatum: 15.05.2002  
contractgroep: 10839812  
nota nr: 36900770  
boekmaand: 05.2002

**afrekennota** over de periode: BETREFT: Achter de Kerk 4 6365 CP Schinnen  
07.05.2001 t/m 06.05.2002

	meterstanden eind	meterstanden begin	verbruik	prijs per eenh. in eurocenten	verbruiks bedragen	waarde bedragen	aant. mnd	BTW % bedragen	totaal bedragen
Volta elektr. boiler		05.2001-12.2001				15,329	8		122,63
Volta elektr. boiler		01.2002-04.2002				16,020	4		64,08
totaal									186,71
<b>af reeds betaalde voorschotnota's</b> Betalingen verwerkt t/m 10.05.2002									
12.2001	15,33	01.2002	15,33	02.2002	15,33	04.2002	15,33		
04.2002	15,33	07.2001	15,33	08.2001	15,33	08.2001	15,33		
09.2001	15,33	10.2001	15,33						
totaal									153,30
saldo									0,00
<b>bij voorschotnota over de maand</b> 05.2002									
Volta					16,02			16,02	
totaal voorschotnota									16,02
Nota behoort tot verzamelnota 1000757									49,43

## Yearly Bill - Electric/Gas





254TH BASE SUPP  
RINKENS  
Postbus 1107  
6040 KC Roermond

**Energie Limburg bv**  
**Afreken-/voorschotnota**

Postbus 1107, 6040 KC Roermond  
tel. 0800-0004  
Postbank  
ABN-AMRO

**afrekennota**  
over de periode

BETREFT: Achter de Kerk 4 6365 CP Schinnen  
17.04.2001 t/m 22.04.2002

	meterstanden		verbruikt	prijs	verbruiks	vaste	aant.	BTW	
	eind	begin		per eenh. in	bedragen	bedragen	min	%	bedragen
	=	=	X	eurocenten	=	+			
Elektra laag	91.487	81.948	9.539	5,258	501,60			0,00	0,00
Elektra hoog	84.345	78.565	5.780	10,166	587,62			0,00	0,00
Gas	64.718	56.681	8.037						
Cal. waarde	1.0124		8.137	23,092	1.879,03			0,00	0,00
Vastbedrag elektra 3x35A						22,150	4	0,00	0,00
Vastbedrag elektra 3x35A						20,647	8	0,00	0,00
Vastbedrag gas						4,000	4	0,00	0,00
Vastbedrag gas						3,403	8	0,00	0,00
<b>totaal</b>									<b>3.265,26</b>

**af reeds betaalde voorschotnota's**

Betalingen verwerkt t/m 10.05.2002							
12.2001	344,98	01.2002	344,98	02.2002	344,98	04.2002	344,98
04.2002	344,98	07.2001	344,98	08.2001	344,98	08.2001	344,98
09.2001	344,98	10.2001	344,98				
<b>totaal</b>							<b>3.449,80-</b>
<b>saldo</b>							<b>184,54-</b>

**bij voorschotnota over de maand**

	05.2002	Bedrag excl. BTW	BTW bedrag	voorschot-bedrag
Elektriciteit		109,36		109,36
Gas		181,52		181,52
<b>totaal voorschotnota</b>				<b>290,88</b>

Nota behoort tot verzamelnota 1000757

106,34

Noteer de meterstanden regelmatig, dan weet u of uw zuinigheid voor u en het milieu resultaat heeft.

Telefonisch bereikbaar van: maandag tot en met vrijdag van 08.00 tot 20.00 uur en zaterdag van 09.00 tot 13.00 uur.  
KVK NOORD- EN MIDDEN LIMBURG 13041611 Internet: WWW.ESSENT.NL Fax: 0475-354501

alle bedragen in euro's



## USAG Schinnen METERREADING CARD

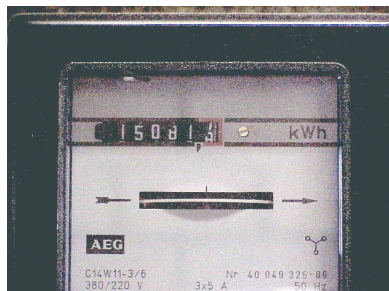
NAME \_\_\_\_\_

ADDRESS \_\_\_\_\_

DATE \_\_\_\_\_

Fill in the numbers you read on your utility, only note the numbers before the decimal point (if there is one). Also check if you have a single (1 tariff) or double (day/night) tariff. If you have City heat write down ALL the numbers including the decimal point.

## ELECTRICITY SINGLE TARIFF



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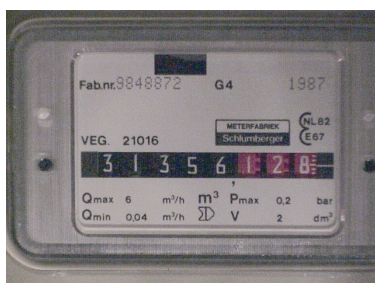
## ELECTRICITY DOUBLE TARIFF



I							
---	--	--	--	--	--	--	--

II							
----	--	--	--	--	--	--	--

## NATURAL GAS

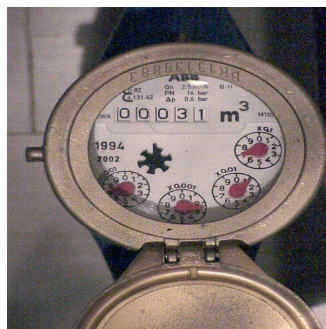


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## CITY HEAT (GJ)



## WATER READING



--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--

Please fill out this form every first day of the month and drop it off at the DPW office in Schinnen. By filling out this form you help us monitor the energy conservation program. Thank you for your cooperation. You may send this form electronically to [maurice.kosters@benelux.army.mil](mailto:maurice.kosters@benelux.army.mil) or fax it to DSN 360-7554.

*Closure Bill - Water*

**wml**

Postbus 1060 - 6201 B8 Maastricht - Limburglaan 25  
Telefoon Klantenzaken 0800 - 023 30 40 - Telefax Klantenzaken 043 880 80 07

**Eindafrekening**

254TH BSB  
BORGERWG 10  
6365 CW SCHINNEN

Voor het adres  
GANK 85  
6374 NK LANDGRAAF

Overeenkomstnummer 1004080792/4  
Klantnummer 407841

Datum 18/05/2002  
Rekeningnummer

Totaalbedrag van deze factuur € -132,30

Bij reacties graag uw overeenkomstnummer vermelden

Water  
Meternummer 21509490  
Verbruiksperiode 01/03/2002 04/11/2001

	eindstand	oc	beginstand	oc	verbruik	dagen	tarief	€	
Water kleinverbruik	940 m³	E	911 m³	S	29 m³		1,4690	€	42,60
Vastrecht						117	0,0436	€	5,10

Bedrag inclusief BTW € 47,70

Af: reeds berekende termijnbedragen  
(De vermelde periode betreft de maand waarop het termijnbedrag bij u in rekening is gebracht).

	nov '01	mit '02	
€	90,00	€	90,00

Termijnen af € 180,00  
Totaal € -132,30

Uw rekeningnummer is bij ons niet bekend. Het bedrag van € 132,30 maken wij over zodra u ons uw rekeningnummer doorgeeft.

BTW specificatie (totaal) (berekend in voorschotten)  
€ -,- € -,- = (saldo) € 0,00

Uw laatste jaarverbruiken (herleid op jaarbasis) zijn  
Water kleinverbruik verbruiksperiode (1 t/m 2) 37 m³ 199 m³

NV Waterleiding Maatschappij Limburg  
Postbank nr 2307046  
Handelsregister Maastricht dossier nummer 14602038 - BTW NL003045250B01

Blad 1 (tevens laatste blad)

# Appendix K

## Private Rental Housing Checklist

Service members may use this checklist to determine if potential private rental housing units meet adequacy standards.

LANDLORD: \_\_\_\_\_

TENANT: \_\_\_\_\_

CITY: \_\_\_\_\_

STREET: \_\_\_\_\_

TELEPHONE: \_\_\_\_\_

1. Is the unit within commuting distance? \_\_\_\_\_ Nearest installation: \_\_\_\_\_ Rush hour drive time: \_\_\_\_\_

2. Is the unit within the school bus route? \_\_\_\_\_

3. Does the landlord accept the private rental contract used by USAG Schinnen? \_\_\_\_\_

4. Is the unit a complete dwelling with private entrance, bath, kitchen, for sole use of the occupant? \_\_\_\_\_

5. Is the unit arranged so that the kitchen and the bathroom can be entered without passing through bedrooms (and vice versa) and so that each bedroom can be entered without passing through another bedroom? \_\_\_\_\_

6. How many bedrooms does the unit have? \_\_\_\_\_ How many bedrooms are you authorized as a minimum? \_\_\_\_\_

7. Does the unit meet the minimum size criteria for the number of bedrooms and sponsor's rank? \_\_\_\_\_

8. Is there at least one bedroom with a toilet, wash basin and a bathtub or shower? \_\_\_\_\_

		1	2	3	4
MIN. SIZE	04+	–	88.25	104	113.8
IN	01-3	65	80.35	96.14	110
SQ. METERS	Enl.	51	69.67	89.17	100.3

9. Does the unit have adequate sanitary facilities and sewage disposal? \_\_\_\_\_

10. Does the unit have a continuous supply of potable water? \_\_\_\_\_

11. Is there sufficient hot water for installed plumbing fixtures and appliances? \_\_\_\_\_

12. Does the kitchen have a sink with running water and space for a range, a refrigerator and food preparation? \_\_\_\_\_

13. Is the electrical service sufficient for lighting and operation of normal electric equipment? \_\_\_\_\_

14. Does the unit have washer and dryer connections? \_\_\_\_\_ If not, ask landlord if he is willing to install. \_\_\_\_\_

15. Are permanent installed heating facilities sufficient to provide healthy, comfortable living conditions? Do not include portable heaters. \_\_\_\_\_

16. Is the unit structurally sound and without serious potential hazard to occupants? \_\_\_\_\_

17. Is the unit in good repair inside and outside, providing adequate shelter from the elements? \_\_\_\_\_

18. Are there suitable roadways, sidewalks, and steps for convenient access to the unit? \_\_\_\_\_

19. Is the unit in a residential area and acceptable from a health, sanitation, and safety standpoint ? \_\_\_\_\_  
Locations adjacent to factories, industrial processing plants, garbage and trash disposal areas, or other places subject to offensive odors, noises, or fumes are not acceptable.

20. Is parking available on the premises or on adjacent property? \_\_\_\_\_ If not, is parking reasonably available on the street? \_\_\_\_\_

21. Is the total monthly cost for the unit (rent + utilities) within the tenant's maximum available housing allowance, including out-of-pocket costs? \_\_\_\_\_

Total cost of unit: \_\_\_\_\_

Tenant's maximum housing allowance: \_\_\_\_\_

THIS UNIT IS: \_\_\_\_\_ ADEQUATE  
 \_\_\_\_\_ INADEQUATE  
 \_\_\_\_\_ PHYSICALLY ADEQUATE, BUT NOT FOR THIS SPONSOR

I accept/do not accept this unit. If not accepted, state reason(s) for non-acceptance  
 REASON(S): Be Specific

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\_\_\_\_\_  
 SIGNATURE OF SPONSOR

\_\_\_\_\_  
 DATE

NOTES:

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# Appendix L

## Safety Checklist

Use this Safety Checklist to take an inventory of your home. A little time spent now could help avoid an emergency later.

### *All Rooms*

- Smoke detectors outside of sleeping areas.
- A door or screen in front of fireplace.
- Matches and lighters and all small objects out of reach of children.
- Heat producing appliances away from drapes, newspapers and other flammable materials.
- Space heaters away from flammable objects; automatically shut off when tipped over.
- Unattended buckets of water or liquid removed.
- All hazardous household products, prescriptions medication, drugs, toiletries and cosmetics securely stored in securely latched cabinets out of reach of children.
- All household cleaners clearly labeled in original containers.
- Plants out of reach of children.
- Bookshelves, cabinets and furniture stable.
- Sharp-edged furniture removed or padded.
- Carpeting and rugs secure.
- Window blind cords tied up out of children's reach.

### *Kitchen*

- Appliances unplugged when not in use.
- Water heater thermostat at 120 degrees F and temperature regulator installed.
- Garbage stored in latched cabinet or pail.
- Place mats used, not table cloths.
- Shields over stove controls and burners.
- Pot handles turned in.

### *Bathroom*

- Electrical appliances stored away from sink and bathtub.
- Curling irons, hair dryers, and electric razors unplugged when not in use.
- Ground Fault Interrupt (GFI) plugs installed.
- Child resistant toilet-cover latch installed.
- All expired or unused medicine flushed down the toilet.

- All toiletries and cosmetics stored out of reach of children.
- Non-skid mats in the bathroom and in bathtub/shower.

### *Laundry Room, Basement and Garage*

- Iron and ironing board stored away.
- Washer and dryer lids securely closed.
- Paint or oil-stained rags removed.
- All chemicals, paint, insecticide, sharp tools, and small hardware locked up and out of reach of children.
- Contact sensitive garage door installed.

### *Stairs*

- Safety gates at top and bottom of stairs.
- Stairwells well lit.
- Slip-resistant strips on stairs.
- Stairs clear of any obstructions.

### *Electrical Appliances*

- All unused electrical outlets covered.
- Electrical cords short and away from children.
- Electrical cords not under rugs or carpets.
- Clear space around the TV and stereo equipment.
- Ground Fault Interrupters in place.

### *Adult Bedroom*

- Flashlight and phone near bed.
- Bed has no gaps between frame and wall.

### *Child's Room, Sleeping Area or Crib*

- Toiletries, diapers and pins out of reach of children.
- Chests, dressers and chairs away from windows.
- Toy chests have safe lids.
- Baby's crib up to current safety standards.
- No plastic sheets, pillows or large stuffed animals in crib.
- Hanging toys removed or out of reach when infant can push up on hands and knees.
- Child's Crib mattress fits snugly - no gaps. Child's bed has no gaps between mattress and frame or frame and wall.

# Appendix M

## Home Security Survey

YES	NO	FIX	
			<b>DOORS:</b>
			1. Can all outside doors be locked (basement, patio, balcony, French, etc.)?
			2. Are the locks either double cylinder or single cylinder?
			3. Are the cylinder base plates made of solid metal rather than hollow wood?
			4. Have the short screws in the cylinder base plate been replaced with 2 ½ inch screws?
			5. Is there nearby glass or thin wood panels near the locks?
			6. Are all outside doors made of metal or solid wood?
			7. Are doors without cylinder locks provided with a heavy bolt or other secure device that can be operated only from the inside?
			8. Are basement doors equipped with locks that allow you to isolate it from other parts of the house?
			<b>WINDOWS:</b>
			1. Are all of your outside windows fixed with locks that work from the inside only?
			2. Are all windows secure and in good repair?
			3. Are windows able to be locked in a partially open position for ventilation?
			4. Are bars or ornamental grills on all ground floor and basement windows?
			5. Are there architectural features which may allow access to your home such as trellises, railings which could act as ladders, or fences near the home which allow climbing?
			6. Are there bushes or plants that may conceal an intruder?
			<b>GARAGE:</b>
			1. Are all garage doors and windows equipped with locks?
			2. Are locks secure and in good repair?
			3. Is your POV locked and the keys removed, even when the POV is in the garage?
			4. Is the electric garage door opener secured?
			5. Are doors connecting the garage to the home secured to isolate it from the rest of the house?
			<b>OUTSIDE:</b>
			1. Is foliage trimmed or pruned near your home or pathway leading to your POV?
			2. Are doorways and pathways well lit?
			3. Are motion activated lights installed on unlit exterior portions of your home?

# Appendix N

## CFMO Furnishing Requests

Unaccompanied Personnel (UPH) Furnishings request for Service Members, not authorized to ship their Household Goods (HHG) or limited shipment (shipment document required).

<i>Items</i>	<i>Quantity Requested</i>	<i>Quantity Approved</i>
Bed Double complete OR	_____	_____
Bed Single complete	_____	_____
Bookcase	_____	_____
Chair Dining (general purpose) (max. 2)	_____	_____
Chair Easy (< E5)	_____	_____
Chest of Drawers / Dresser	_____	_____
Davenport / Sofa (≥ E5)	_____	_____
Desk + chair	_____	_____
Lamp Table	_____	_____
Mirror	_____	_____
Table Coffee	_____	_____
Table End	_____	_____
Table Night	_____	_____
Table Square /Pivot (dining)	_____	_____
Wardrobe (max. 2)	_____	_____

Dishwasher (1)	1ea per Qrts	_____	_____
Dryer (1)	1ea per Qrts	_____	_____
Freezer (1,2)	1ea per Qrts	_____	_____
Range Gas / Electric (1)	1ea per Qrts	_____	_____
Refrigerator (1)	1ea per Qrts	_____	_____
Washer (1)	1ea per Qrts	_____	_____

**Note:**

1. If not built in or provided in quarters.
2. Only Remote Sites more than 75 KM from nearest Commissary Facility. Items are subject to availability.

## *Family Housing Furniture / Equipment*

Temporary Furniture is for a *maximum* of 90 Days ( loaner sets)

<i>Items</i>	<i>Authorized</i>	<i>Requested / Approved</i>
Bed Double Complete	1ea per Family	_____
Bed Single Complete	1ea per Child	_____
Bookcase	1ea per Household	_____
Chair Dining (general purpose)	1ea per person (or 4ea per Household)	_____
Chair Easy	2ea per Household	_____
China Cabinet	1ea per Household	_____
Davenport / Sofa	1ea per Household	_____
Desk	1ea per Household	_____
Chest of Drawers	1ea per Family member	_____
Table Coffee	1ea per Household	_____
Table Dining	1ea per Household	_____

These items are for permanent use:

Cabinet Kitchen	1ea per Qrts
Wardrobe (1)	1ea per person & 1ea per Qrts
Dishwasher (1)	1ea per Qrts
Dryer (1)	1ea per Qrts
Freezer (1,3)	1ea per Qrts
Range Gas / Electric (1)	1ea per Qrts
Refrigerator (2)	1ea per Qrts
Washer (1)	1ea per Qrts

**NOTE:**

1. If not built in or provided in quarters.
2. Depends on Family size
  - 16.5 cubic feet refrigerator for two or three dependents.
  - 19.5 cubic feet refrigerator four or more.
3. Only Remote Sites more than 75 KM from nearest Commissary.



# Appendix O

## Disclosure Form for Lead-Based Paint

USAG Schinnen Disclosure Format for Target Housing Rentals and Leases and disclosure of information on Lead-Based Paint and Lead-Based Paint hazards.

### Lead Warning Statement:

Housing built before 1978 may contain lead-based paint. Lead from paint, paint chips, and dust can pose health hazards if not taken care of properly. Lead exposure is especially harmful to young children and pregnant women. Before renting pre-1978 housing, landlords must disclose the presence of known lead-based paint and lead-based paint hazards in the dwelling. Tenants must also receive a federally approved pamphlet on lead poisoning prevention.

Lessor's Disclosure, USAG Schinnen EMO lead-based paint inspector (initial) \_\_\_\_\_ (a) Presence of lead-based paint or lead-based paint hazards (check one below):

- Known lead-based paint and/or lead-based paint hazards are present in the housing (explain).

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Lessor has no knowledge of lead-based paint and/or lead-based paint hazards in the housing. \_\_\_\_\_ (b) Records and reports available to the lessor (check one below):

- Lessor has provided the lessee with all available records and reports pertaining to lead-based paint and/or lead-based paint hazards in the housing (list documents below).

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- Lessor has no housing reports or records pertaining to lead-based paint and/or lead-based paint hazards.

Lessee's (occupant) Acknowledgement (initial)

\_\_\_\_\_ (c) Lessee has received copies of all information listed above.

\_\_\_\_\_ (d) Lessee has received the pamphlet *Protect Your Family from Lead in Your Home*.

Housing Manager Acknowledgement (initial)

\_\_\_\_\_ (e) Housing manager has informed the lessor of the lessor's obligations and is aware of his/her responsibility to ensure compliance.

### Certification of Accuracy

The following parties have reviewed the information above and certify, to the best of their knowledge, that the information provided by the signatory is true and accurate.

\_\_\_\_\_  
LBP inspector Date

\_\_\_\_\_  
Lessee (occupant) Date

\_\_\_\_\_  
Housing Manager Date

## *Appendix P*

### *Emergency Telephone Numbers*

Medical Emergency	112
Fire Department (Dutch)	112
Police (Dutch)	112
Non-Emergency (Dutch Medical, Fire, Police)	0900-8844
Military Police USAG Schinnen	046-443-7555
Military Police JFC HQ Brunssum	045-526-2616

#### *Housing Division*

Chief, Housing Division	046-443-7342
Housing Manager	046-443-7345
NCOIC DPW	046-443-7345
Government Leased Quarters Specialist	046-443-7340
Single Soldiers Housing	046-443-7465
Housing Services Branch	046-443-7455/7567/7416/7247
Centralized Furnishing Management Office	046-443-7440
Self Help Store	046-443-7229

#### *Directorate of Public Works*

Service Order Desk	046-443-7215
Director Public Works	046-443-7521
Deputy Director Public Works	046-443-7420
Chief Engineering Work Management Division	046-443-7589

#### *Housing Hours of Operation*

Monday to Friday	0800-1630
Saturday and Sunday	Closed





Front and back photos by Jan Maessen

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